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# REPORT ON INTERNSHIP

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# ACKNOWLEDGEMENT

I would like to thank Mr. Vincent Ramos (Area Director IHCL Goa & General Manager TRCC& CDG) for giving me the opportunity to do my training in their hotel.

I am extremely grateful and would like to thank Mr. Bipul Vishal (Front Office Manager) for allowing me to learn how the hotel industry functions.

I would also like to thank all the duty managers Mr. Sailesh Sharma, Mr. Kaustabh, and especially Mr. Mohammad Salman for guiding me in my report and also all the associates for always supporting me and helping me learn.

I would like to thank our teachers Mr. Edgar D'souza, Mr. Kevin D'souza, Ms. TahiraDesa, and Mrs. Albino Thompson for their guidance and co-operation.

I would also like to thank my parents and my friends for helping and supporting me.

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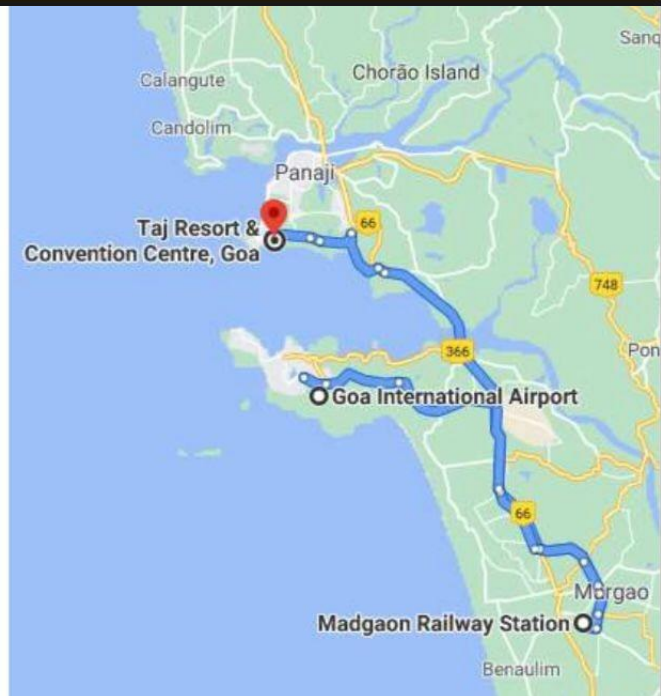
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TAJ RESORT & CONVENTION CENTRE, GOA

## Ideally Located Near Vainguinim Beach

- Dabolim Airport – Well Connected by Daily Flights from Mumbai, Delhi, Chennai, Hyderabad, Cochin & Bangalore. (28 km - 45 Mins)
- Madgaon Railway Station- Well Connected with Mumbai all major parts of the country (36.2 KM - 1 Hour)



# INTRODUCTION

# **TAJ RESORTS & CONVENTION** **CENTRE, GOA**

## **Hotel Highlights**

Views, views and views

4 Meeting spaces totalling 3000 Sq. Ft. with flexible seating and 2 board rooms with fixed seating

Shares a neighbourhood and select extended privileges with its sister property the Cidade de Goa - IHCL SeleQtions

Largest conferencing venue along with the highest room inventory in Goa with plenty of dining options

Large number of Sea facing rooms & suites, restaurants with gorgeous views

Convention resort near Panjim that is central to Goa.

Tropical flavour

Recreation aplenty - Club lounge, 2 pools, Jiva spa, private cinema, rooftop sky bar, terrace dining & retail outlet

Hillside and edge of the sea views location.

26 club rooms with club lounge.

The hotel offers 299 luxurious rooms which are including suites furnished with world class services and amenities along with facilities provided on complimentary basis.

## **Categories**

### Rooms

Superior Room

Deluxe Room Sea View

Luxury Room

Luxury Room Sea View

Taj Club Sea View

Deluxe Suite

Luxury Suite

Grande Luxury Suite

Presidential suite

Hospitality suite

It is a gastronomical hotspot where fresh flavours, contemporary classics and inspiring innovations are specially curated by leading Chefs from the industry.

Featuring a fusion of cuisines inspired by varied regions from across the world, the food is in the limelight at **BLD** – the All Day Diner.

Indulge in liquid therapy at **Banyan Bar** with exotic beverages and spirited entertainment.

Taj Convention Centre, Panaji is the preferred venue for business presentations, conventions, functions and special banquets.

The business centre being South and on the banquet level we have Assembleia.

Well-appointed rooms with the latest amenities infused with lavish interiors. It is a prime location with exemplary services and unique motifs such as maestros of the kitchen, cubana dinner at the rooftop and champagne sunset cruise.

# MISSION STATEMENT

Creating sustainable value for all stake holders.

## PURPOSE

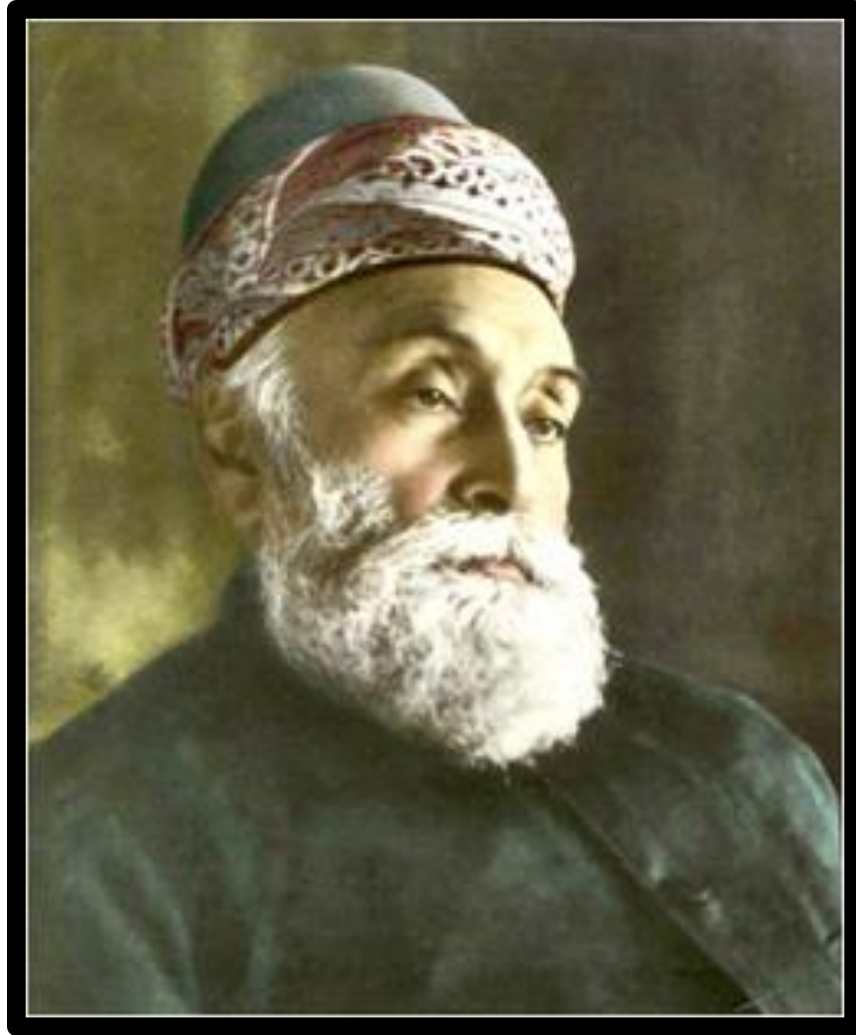
To be a collection of globally reputable hotels seeking inspiration from the nobility of the Indian hospitality and heritage.

## VALUES

- Integrity
  - conduct business fairly, with honesty and transparency.
- Mutual respect and understanding
  - Caring, compassion & humanity for our colleagues and guest around the world
- Excellence
  - Constantly striving to achieve the highest standard in our day to day work
- Unity
  - Working cohesively with our colleagues, guest & partners, building strong relationships



- Responsibility
  - Responsible and sensitive to the countries, communities & environment in which we work



**Jamsetji Nusservanji Tata**

## **Introduction to the Tata's**

Mr. Jamsetji Nusserwanji Tata founded the House of Tata's in 1868, when he was just 29 years old. He was among India's pioneering industrialists and a man of great vision. He established Tata Sons Ltd, thus laying

down the foundation for one the largest conglomerates in India.

Tata is an Indian multinational conglomerate company head-quartered in Mumbai, Maharashtra, India. It encompasses seven business sectors: communications and Information technology, engineering, materials, services, energy, consumer products and chemicals.

It has operations in more than 80 countries across six continents. Tata Group has over 100 operating companies each of them operates independently.

Out of them which 32 are publicly listed. The major Tata companies are Tata Chemicals, Tata Global Beverages, Tata teleservices, Titan Industries, Tata Communications, and Taj Hotels.



# **Introduction to IHCL**

(Indian Hotels Company Limited)

## **Company Introduction – IHCL**

The Indian Hotels Company Ltd.(IHCL) and its subsidiaries are collectively known as Taj Hotels Resorts and Palaces and Safaris are recognised as one of Asia's largest and finest hotel company. Incorporated by the founder of the Tata Group, Mr. Jamsetji N. Tata, the company opened its first property, The Taj Mahal Palace Hotel, Bombay in

1903. The Taj, a symbol of Indian hospitality, completed its centenary year in 2003.

Spanning the length and the breadth of the country, gracing important industrial towns and cities, beaches, hill stations, historical and pilgrim centres and wildlife destinations.

Each Taj hotel offers the luxury of the service, the apogee of Indian hospitality, Vantage location, modern amenities and business facilities.

<b>SR No.</b>	<b>DESIGNATION</b>	<b>NAME</b>
1.	GENERAL MANAGER	MR. VINCENT RAMOS
2.	HR MANAGER	MR. SILROY FERNANDES
3.	OPERATIONAL MANAGER	MR. SANTOSH SHETTY
4.	CHIEF ENGINEER	MR. VIKAS VERLEKAR
5.	LEARNING AND DEVELOPMENT MANGER	MR. VALENTINE PIO
6.	HOUSE KEEPING MANAGER	MR. VIJAY PANDEY
7.	EXECUTIVE CHEF	CHEF M.D. SHAHID
8.	SALES MANAGER	MR. KARAN GODHWANI
9.	FRONT OFFICE MANAGER	MR. BIPUL VISHAL
10.	FOOD AND BEVERAGE MANAGER	MR. SRINIVAS REDDY

# **Business Overview**

The Indian Hotels Company Ltd is the owner and the operator of the Taj group of hotels. It is a public sector company with its shares listed with BSE and NSE.

The company started in 1903 with a single hotel in Mumbai and is the pioneer of the hospitality Industry in India.

Over the years the single hotel company, from its humble beginning, emerged as a colossus in the international hospitality business and today it has become a leading chain of hotels popularly known as the Taj Group with hotels in India and abroad.

## **Brands**

- Taj
- Vivanta

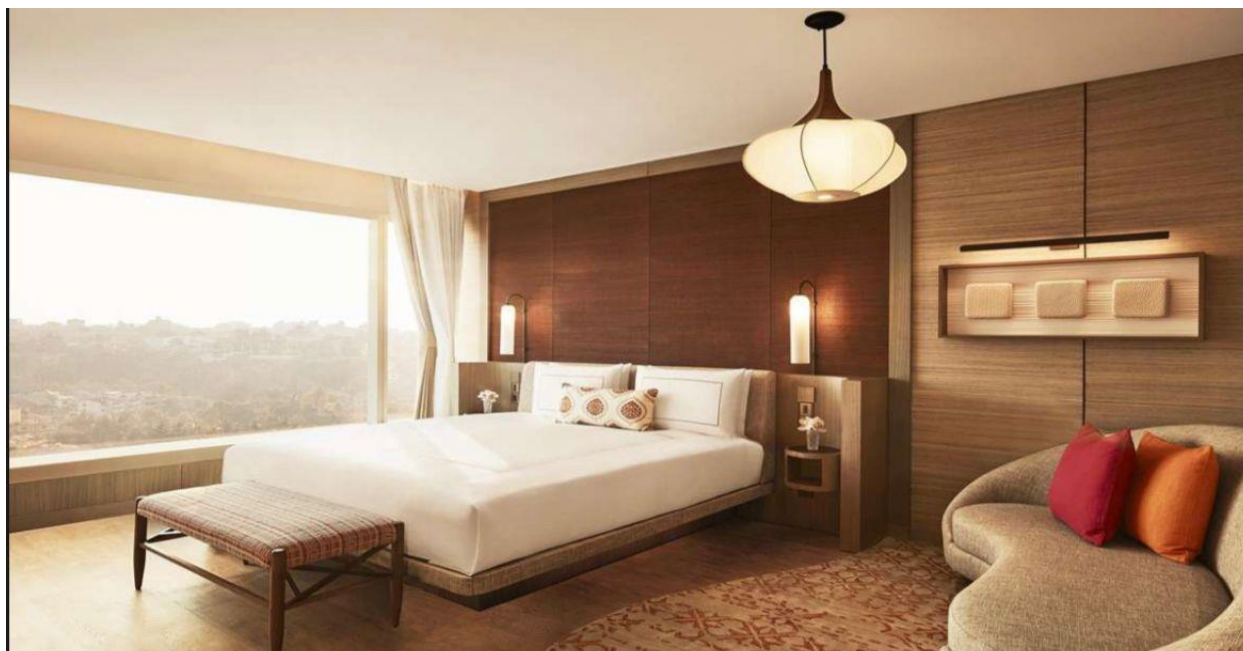
- Ginger
- Selections

# **Hotel Features, Products and Facilities**

## **Accommodation**

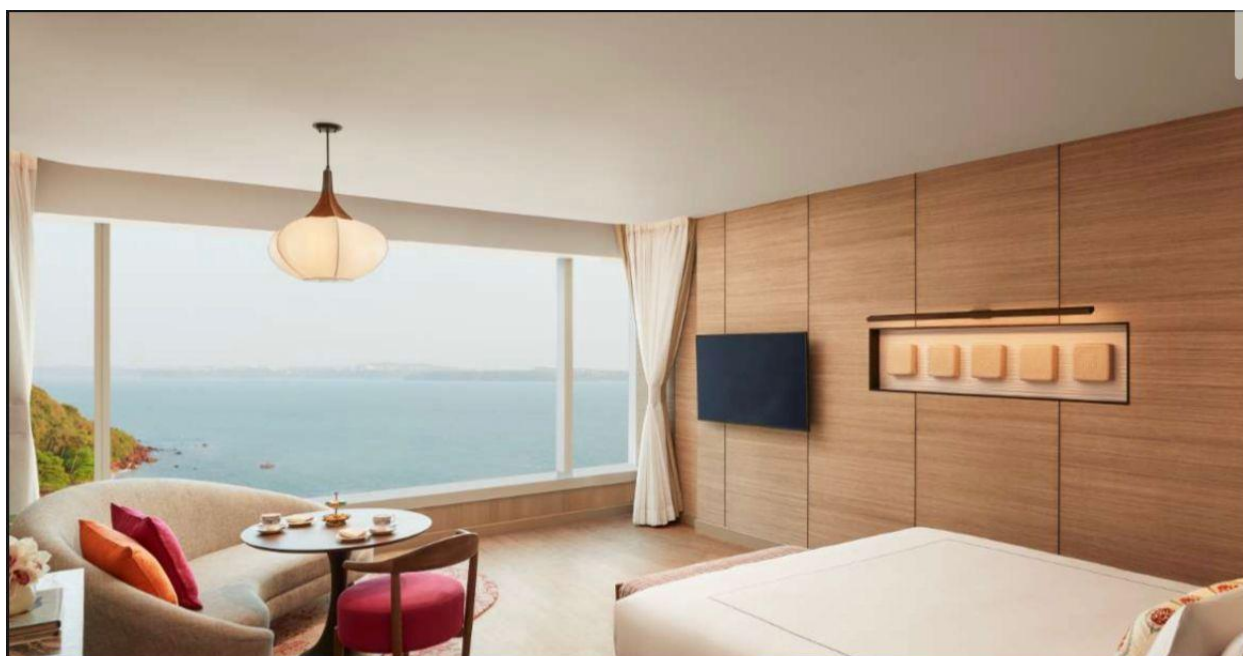






SUPERIOR ROOM ( INVENTORY 111 / 400 SQ. FT. VALLEY/ 38 SQ MTR. )

TAJ RESORT & CONVENTION CENTRE, GOA



LUXURY ROOM ( INVENTORY 92 / 550 SQ. FT. VALLEY/ 38 SQ MTR. )

TAJ RESORT & CONVENTION CENTRE, GOA



LUXURY SUITE 950SQ. FT. / 7 NOS

TAJ RESORT & CONVENTION CENTRE, GOA



DELUXE SUITE - 900 SQ FT. / 5 NOS

TAJ RESORT & CONVENTION CENTRE, GOA



Complimentary fruit basket, cookies, wine, and chocolates.

## Facilities provided on complimentary basis

- 2 Litre's of mineral water
- Choice of local newspapers
- Bedroom slippers on request
- Usage of the Gym and pool
- Fruit Basket on request
- Dental / Shaving kit



- Shoe shine
- Wi-fi services for resident guests (terms and conditions apply) \* Basic access - complimentary  
\* Premium access - at a nominal charge
- Airport Transfers on special packages
- Infant cribs for infants aged 0-2 years available on request on complimentary basis
- Rollaway or Extra Beds are available on additional charge on a per night basis



## BED AND BATH EXPERIENCE

- Day-bed at the window
- Four-fixture bathrooms – full-sized Kaldivi bathtub and a comfortable shower cubicle with rain shower
- Egyptian cotton bath linen

## INTERNET ACCESS

- Wi-Fi services for resident guests (terms and conditions apply) \* Basic access – complimentary
- \* Premium access – at a nominal charge

## ENTERTAINMENT

- Multi-media panel: plug-ins for all your gadgets
- Sony DVD with surround sound system
- 32" Sony LCD TV

## ROOM FEATURES

- Dual-line cordless telephone

- In-room mini bar with a selection of health drinks, snacks, chocolate treats and beverages (charges apply)
- Ergonomically designed study table and chair

## SERVICES & AMENITIES

- Iron and ironing board
- 24-hour in-room dining
- 24-hour laundry
- Pillow picks in the room

# Restaurants



Breakfast 7:00 to 10:30

Lunch 12:30 to 4:00

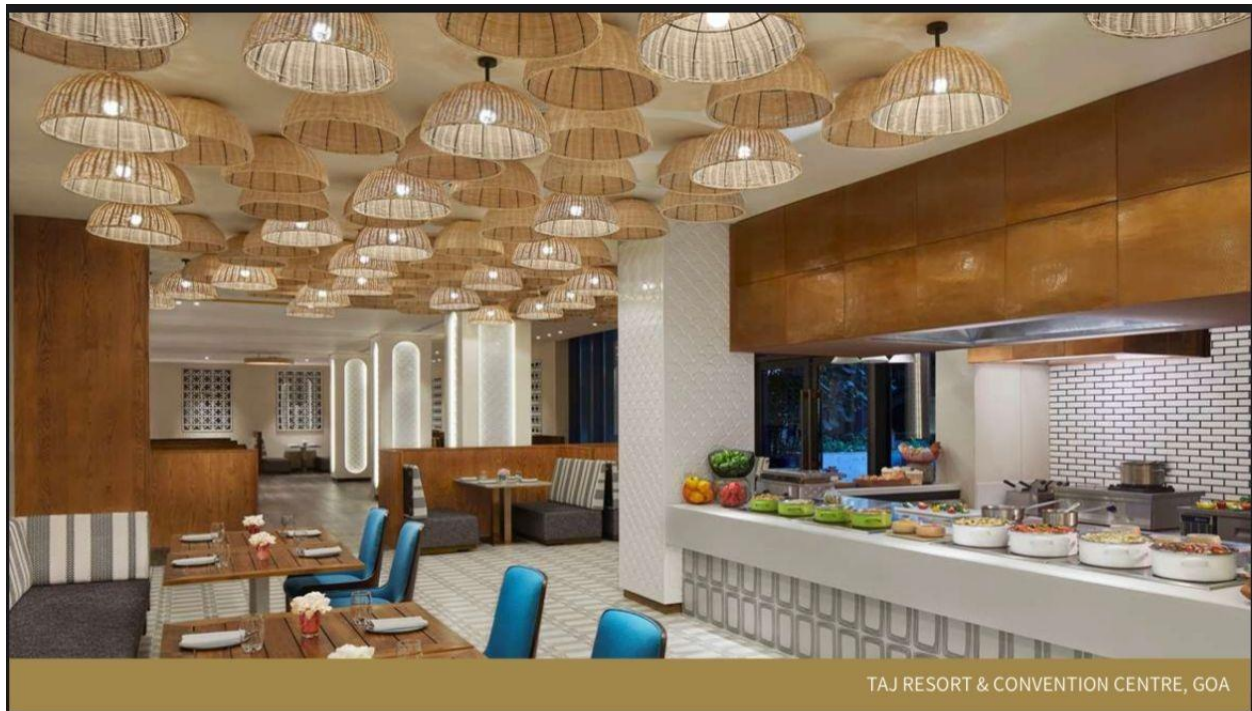
Dinner 7:00 to 11:00

Capacity 550 guests



The Banyan holds centre court at the hotel. This is an Eat-Bar that is a great spot for socialising and downtime.



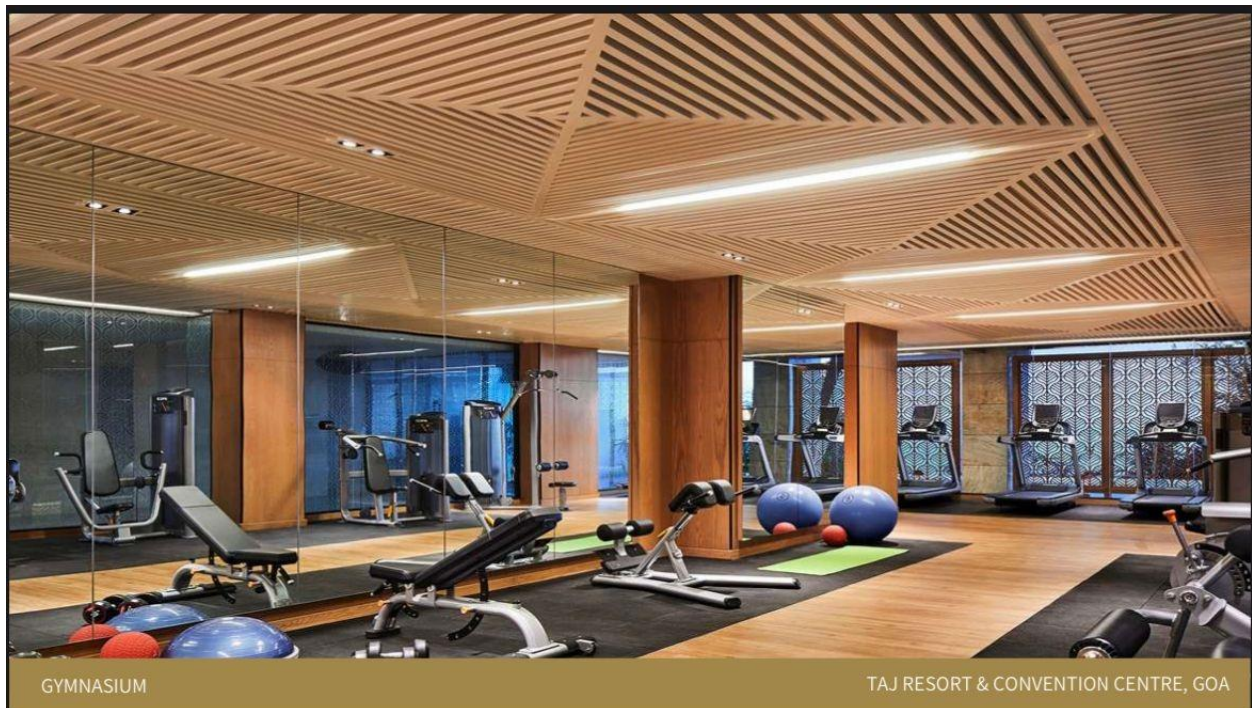


Breakfast, Lunch, and Dinner. Yes, that's BLD, the quintessential multi-cuisine restaurant with global flavours and mesmerising views.



The speciality restaurant C2C offers coastal cuisine from around the world and sweeping views of the waters.

# Fitness Centre



## FITNESS CENTRE SERVICES

Before hitting the sauna or the enviable Jiva spa, get your heart-pumping on top-of-the-line cardio and

resistance-training equipment. Strong of body. Strong of mind. Aqua-seekers can head to the outdoor pool or rooftop infinity pool for a well-deserved cool down, a great view, or a few ambitious laps.

## Gym Amenities

service Amenities image      Equipped with Life Fitness circuit training and cardio machines

service Amenities image      Personal training

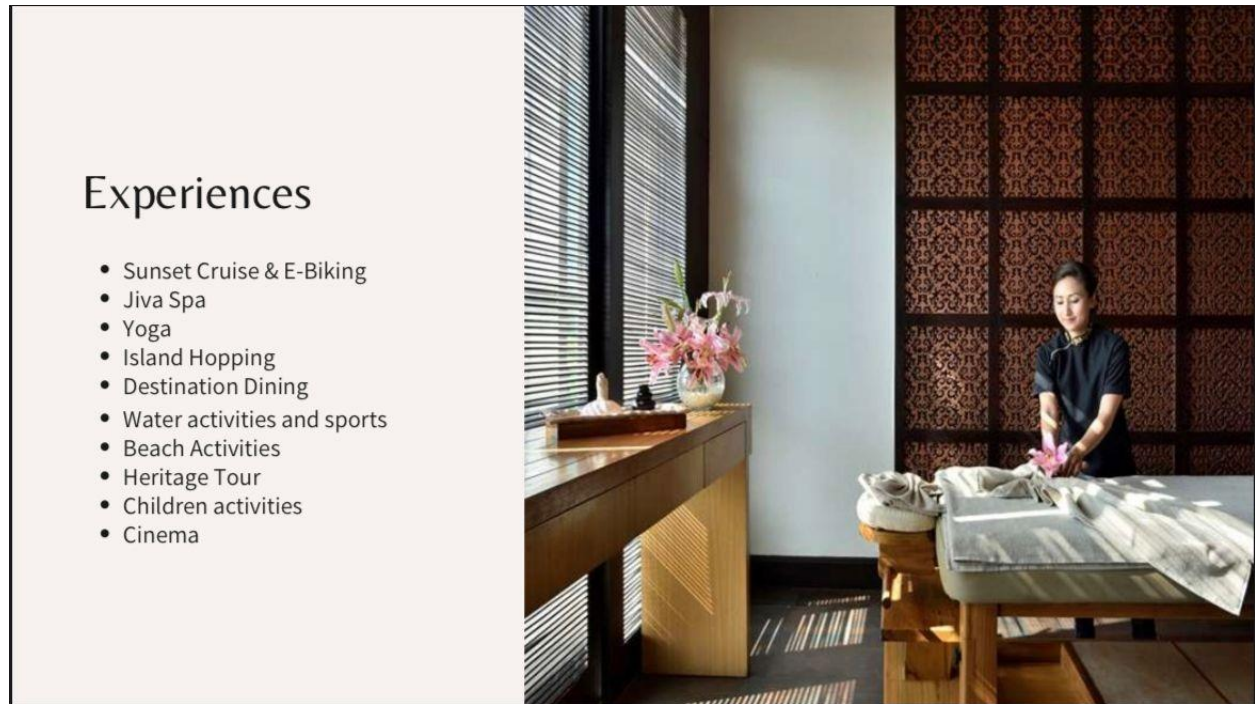
service Amenities image      Yoga

service Amenities image      Free weights

service Amenities image      Open from 6:30 a.m. to 9:00 p.m., so you can always make time to focus on yourself



# Jiva Spa



The spa includes separate changing rooms for men and women with lockers, robes, slippers, towels and personal services. Our wet area encompasses a steam, sauna, showers, experience shower and relaxation lounge.

## Types of Therapies / Packages

- Indian Aromatherapy

Body ritual

Indian therapies

# Swimming Pool





It is situated on the topmost floor i.e P level also known as the pool side which has a breathtaking view. There are changing room for men and women and a shower is provided near the pool.



# Venues



MANDOVI & ZUARI LAWNS - CIDADE DE GOA

TAJ RESORT & CONVENTION CENTRE, GOA



POOLSIDE LAWNS - CIDADE DE GOA

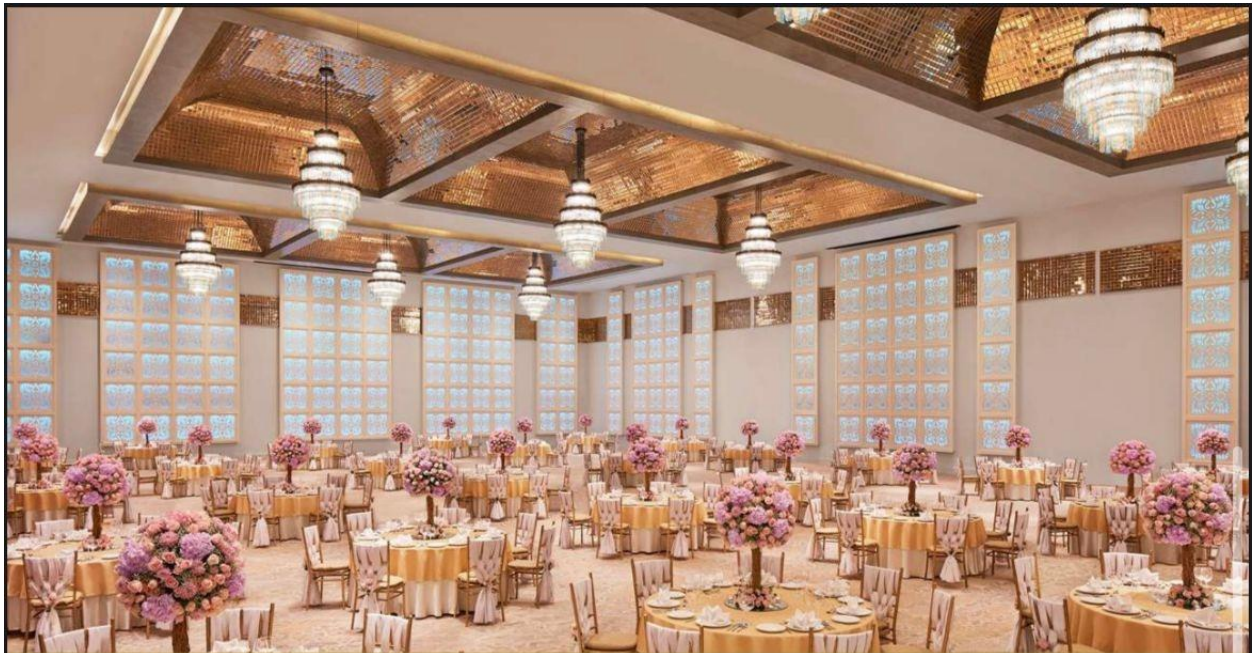
TAJ RESORT & CONVENTION CENTRE, GOA





SKY GAZE

TAJ RESORT & CONVENTION CENTRE, GOA



ASSEMBLEIA – 13000 SQ. FEET/ 1208 SQ MTRS.

TAJ RESORT & CONVENTION CENTRE, GOA

# **Main Departments**

## *Food & Beverage*

The food and beverage service is part of the service-oriented hospitality sector.

The members of the food and beverage services team are required to perform a wide range of tasks which include preparation for service, greeting the guests as they enter the restaurant, taking the orders, serving the guests, settling the bills, clearance of the table etc.

## *Food Production*

The aim is to produce best quality food for the guests. The staff is creative and innovative.

There are various sections in this department which are bakery, deep and walk in freezer, pantry, garde manger, continental, Chinese, Indian, butchery.

The sub sections co-ordinate with each other to make the operation run smoothly and efficiently.

## Housekeeping

It can be defined as the heart of the hotel. Its aim is to maintain high standards of the hotel. It includes linen and conform room, supply store, office and control desk.

Control desk is the main area as it is the main link between the departments and handles calls, maintain registers, lost and found procedure.

All the briefings are conducted in this room.

## Front Office

It is one of the most important departments of the hotel. It plays a vital role in creating a positive impression of the hotel.

Reception is an area wherein the guest creates the first and the last impression of the hotel as it is the first and the last point of contact with the guest.

This department pays 24 hour attention to the guest requirements and needs and ensure that they are comfortable throughout their stay in the hotel.

# **INDUSTRIAL TRAINING SCHEDULE &**

## **DURATION IN EACH DEPARTMENT**

**Front Office – 9 months**

Morning Shift  
&  
Afternoon Shift  
&  
Night Shift

# Front Office Hierarchy

Front Office Manager  
Asst. Front Office Manager  
Duty Manager  
Duty Manager  
Team Leader  
Team members (10)

Duty Manager









# Sections

- Reception
- Bell desk
- Travel desk
- Guest relation executive desk
- Guest services
- Reservations
- Left luggage room
- Cashier
- Business centre
- Back office

Goals

To work efficiently and effectively in a profitable manner and give the best quality services to the guest.

## Objective

Ensure that the guest has a comfortable stay and reach out to all the guest requests with the best of their abilities.

Handling guest complaints effectively using the following points

L - Listen

E – Empathise

A – Apologise

R – Resolve

N – Notify

## Phraseology for guest contact

To greet the guest, Always use the surname, never the first name. “Good morning / afternoon / evening /, Mr. / Ms. \_\_\_\_\_ (Avoid Sir / Ma’am )

When you see a guest in the corridors or on the floors, always smile and greet the guest. “Hello! Good morning / afternoon / evening, Mr./ Ms. \_\_\_\_\_ (Avoid Sir / Ma’am)

When a guest approaches you, always greet the guest. “Hello! Good morning / afternoon / evening, Mr./ Ms. \_\_\_\_\_ (Avoid Sir / Ma’am) “How may I assist you?” or what can I do for you Mr. Sharma?

Use the guests name whenever possible.

REMEMBER: Nothing sounds sweeter to a person than his own name. If you know it, use it.

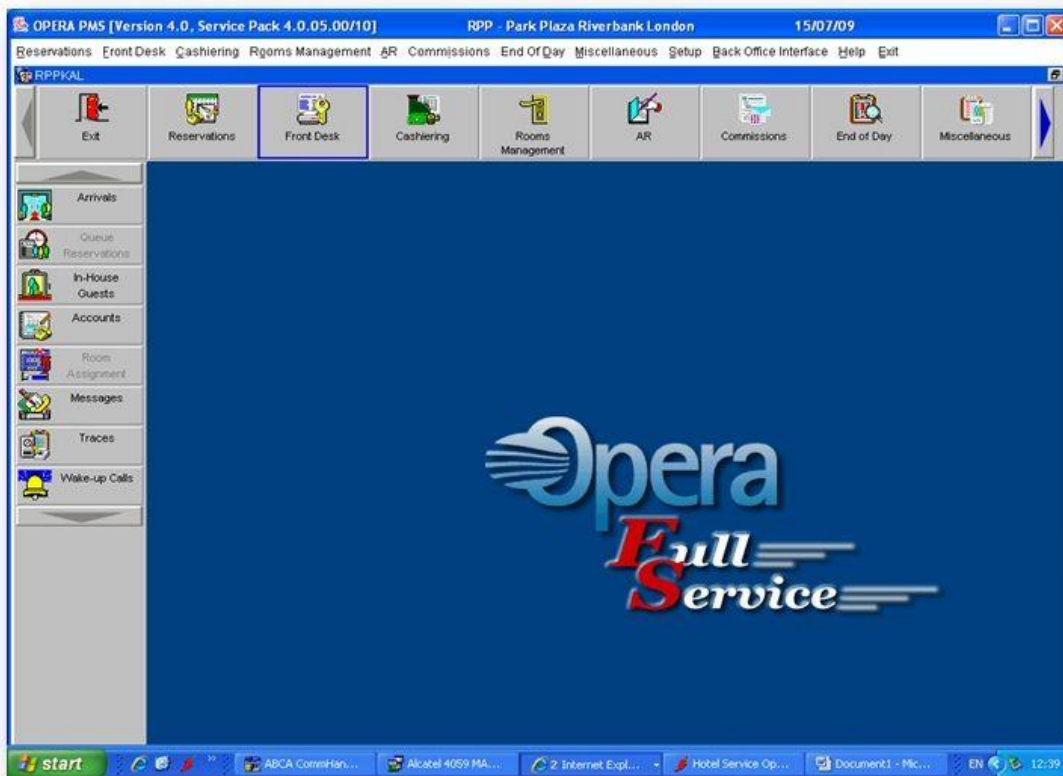
To welcome back a regular guest:

“Good morning Mr./ Ms. \_\_\_\_\_ it’s nice to see you back.” Or “Good morning Mr./ Ms. \_\_\_\_\_, welcome back.”

To welcome a first timer “Good morning / Hello,  
welcome to Taj resort & convention centre.



System used in the hotel.



## Shifts

Morning shift – 7:30 to 4:30

Afternoon shift – 1:30 to 10:30

Night shift – 10:30 to 7:30

General shift – 9:00 to 10:00

11:00 to 8:00 shift

## **Scope and Responsibility**

It was a great experience working in Taj resort & convention centre, and a great opportunity to learn the different functions of the front office and how the reception works with co-ordination with the different departments of the hotel.

### **Task list**

- ✓ Collect briefing sheet from the night shift n present it to the respective employee conducting the briefing under the guidance of the duty manager.
- ✓ Write down the shift, date, arrivals and departures of the day as well as the occupancy and the net promoter score along with the names of the employees and get their signature on the briefing book.

- ✓ During the briefing give suggestions and know the events of the day.
- ✓ Attach the VIP luggage tags and the Jiva spa coupons to the registration cards.
- ✓ Slot the bills in the respective room no. files
- ✓ Decorate the aartithali for the day with flowers.
- ✓ Greet the guests in the morning and inquire about their stay.
- ✓ Greet the check in guests at the entrance upon their arrival.
- ✓ Do ATG (Aarti Tikka Garland) and give the welcome drinks for the check in guests.
- ✓ Offer wet towels to the guest and collect them once they are done.
- ✓ Incase of first time guests a brief orientation to the hotel and the key hotel facilities.
- ✓ Once their room nos. are allotted, escorting the guest to their respective rooms and brief them about room amenities and the hotel facilities.
- ✓ Enrolling new TIC (Taj Inner Circle) members on the system.

- ✓ Creating and updating guest profile.
- ✓ If any bills are pending get them from the required department (In room dining, food production) and attach them to registration card and the invoice.
- ✓ Keep the front desk drawers up to date with logo papers, A4 size papers, envelopes, bon voyage envelopes, writing pad, paper clips, key jackets etc.
- ✓ Keep phones for charging in operations room and handover a tag for the same.
- ✓ To interact with the guests.
- ✓ Photocopying the registration cards of the guests and their identity cards scanned during check in.
- ✓ Ensure that the sitting area for the guests always looks presentable.
- ✓ Writing on V.I.P cards and the other cards with names of the guests arriving on the next day and handing them over to the Secretary to get it signed by the General Manager.

- ✓ Checking arrivals of the next day for families with kids and writing on kids card and getting them signed by the General Manager.
- ✓ Give a fond farewell to the guests during the time of check out.

Following tasks were performed by me in the absence of the bell boy:

- ✓ Help the guests with their luggage during the time of check out and ask for their room no. to write on the luggage tag.
- ✓ Without fail give the luggage tag after writing the room no. and the no. of bags to the guests in case the guests wants to keep the luggage for some time till their car arrives or while they check out at the counter.
- ✓ Assist the guests with their bags to their car once they give the tag back.
- ✓ Go to the room and hand over the requested item.



- ✓ Keep a strict eye on the bags and do not let anyone take the bags without handing over the luggage tags given to them.
- ✓ Make ice tea and pour it in the dispenser and add ice.
- ✓ Clear the dirty glasses from the tray and take them for a wash dishwasher
- ✓ Arrange the washed glasses on the tray.
- ✓ Neatly arrange the wet towels on the wet towel tray with tongs.
- ✓ Get the duster from the uniform room and use it to keep the dispenser clean.
- ✓ Get the tray cloth from the laundry and give the dirty one for a wash.
- ✓ Check the business centre and make sure that it's organised.
- ✓ Stack the water bottles in the left luggage room.
- ✓ Refill the tissue box at the front desk with a new one.

# Observations

## Bell Desk

- Not enough bell boys during the checkout time as the other shift arrives at 2 after the briefing is over.
- In the morning one or two bell boys are there and the guest requests are quite a lot. So there is no one at the lobby to handle the early checkouts or early check ins.
- The hotel is mainly dependent on trainees in this section.
- All the workload falls on the trainees during group arrivals.
- Because of lack of the staff the guest requests get neglected.
- Sometimes no proper handover is given to the other shift.
- There is proper “bell desk.”
- Everything is written down on the log book.

## Front desk

- All the associates have to be given a proper detailed training to use opera system.
- The front desk is not cleaned by the public area and the associates are usually busy and makes it difficult to maintain.
- Many a times guests have to wait a lot till their check in is done and room are allotted to them even after booking the room in advance.
- Sometimes the emails regarding the sharer are not received from the required company or the person who has made the reservation which results in delay
- The identity cards given for scanning during check in are sometimes
- Souvenirs are only given to VIP guests, single ladies and guests staying more than 6 nights in the hotel but while giving them out it might hurt

the sentiments of the other guests checking out at the same time.

- At times the credit card machine doesn't work so they use another machine for the same but the other machine has already made the transaction.
- The system used in the hotel slows down and the process of check in and check out takes a longer time.
- The morning shift have to stay hungry till 2:00 pm to have their lunch as the afternoon shift arrives after an in depth briefing of the previous day which takes about half an hour.
- In the briefing the manager brings out the mistakes made by the staff the previous day and clears out their doubts so that it's not repeated again.

Travel desk

- Only one associate is seated at the travel desk hence there are a lot of people waiting for their turn.
- Many times the associate has to go out to ensure that the car is in good condition and also smells good which is hectic.
- The associate has to go out with the guest and as well as make sure the car is provided with water bottles and the travel desk remains unattended.

## **Learning**

Working at the front office department I got to learn how the front office department functions and especially how the reception and guest relations functions.

I learnt the basic opera knowledge on the computer. I also learnt the check-in and check-out procedure on the opera system

I also learnt to make the room keys as well as escorting the guest to their rooms. I got to know to settle bills and enrolling new members on the Taj Innercircle.

I learnt how to interact with guests handle guest complains. I got to learn the different sections of front office and their functions. I also got to know how the different departments co-ordinate.

## Recommendations

I would recommend the following suggestions

- ❖ The workplace needs to be spacious as it is quite small for the associates to work with.



- ❖ Employ more trained bell boys for efficient luggage handling and not time consuming.
- ❖ There is a need for a proper bell desk then just the lobby as there is no space
- ❖ Special place is required to make the welcome drink then just using the back space as it is not hygienic.
- ❖ The back office is quite small for even two or three people to walk in the same corridor.
- ❖ The morning briefing is not given much importance.
- ❖ Properly ironed and washed uniform needs to be maintained for the front office staff as they come in contact with the guest very often

and they need to look sharp rather than shabby..

- ❖ Employ more associates at the travel desk.
- ❖ Even though it is a business hotel quite a lot of kids do come here for holidays so a special kids zone is required.
- ❖ The back office is required to be kept clean at all times and a pest control is required as there are insects like cockroaches around which is not hygienic when it comes to make the welcome drink.
- ❖ The travel desk shouldn't be left unattended and ensure that there is an associate seated at all times to assist the guests.

## CONCLUSION

Taj resort & Spa convention centre is on track to meet goals and see to customer satisfaction. The staffs warmth and helpful nature always makes you feel at home. 'Tajness' is felt even with your eyes closed. Even though I was a trainee I never felt less part of the family as the employees. I learnt many skills like effective and to the point communication, self awareness, good work relations etc. I am grateful to Taj convention centre for giving me the opportunity to work with them. can proudly say that spending 17 hrs in the hotel led to a grand success. I am taking back heaps of skills and drive to for a better future. Thank you.