



# INTERNSHIP REPORT 2022

NAME: CLARISSA GONSALVES

BATCH: 2019

ROLL NO.: 1903



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## **ACKNOWLEDGEMENT**

I would like to express my sincere gratitude to Sir KGS Narayanan, Ma'am Albino Thomson, Sir Kevin D'souza and Ma'am Poonam Sadekar along with all the management staff at Goa University for their extended support for guiding us throughout the academic year and making this internship part of the academic assessment to enable students gain the aspiring work experience before graduating.

With a warm heart, I would like to thank Mr. Shreekant V. Pai Bir, Mr. Sachin S. Pai Bir and Mr. Vishwanath S. Pai Bir, the owners of Copperleaf Restaurant along with the managers, Mr. Milan Pradhan, Mr. Vinu George and Mr. Gajanan Usgaonkar, for allowing me to work and gain the required knowledge and experience. I would also love to thank the front office staff for all the cooperation and wonderful experience of learning.







## **ABOUT COPPERLEAF**

Copperleaf is an award winning, multi-cuisine fine dining restaurant with bar. It opened its first outlet in Porvorim in 2016 and has always been synonymous with good food where friends and family come together to have a grand time and delight their taste buds and they opened their second outlet in Panjim in October 2021 to offer the best of their rich, culinary offerings. Its mission is to celebrate the bounty of flavours as family and friends gather to share a good time over a great meal. It comes under the multi-business venture, VISHWAMUKTA, which was founded by Shreekant V. Pai Bir, Sachin S. Pai Bir, and Vishwanath S. Pai Bir in 2002 to venture into the hospitality business.

Something that makes Copperleaf different from any other fine dining restaurants is its ability to provide 5 star experience with multi-cuisine, delicious food with exotic flavours, exceptional ambience and excellent service. Both the branches are equipped with splendid international standard washrooms with grab bars along with wheelchair-accessible car parking, wheelchair-accessible entrance, wheelchair-accessible seating and wheelchair-accessible toilet which makes it disabled friendly too. They provide dine-in, delivery, takeaway and are available on Swiggy and Zomato as well. Their menu boasts of a variety of dishes, from the humblest of snacks to the finest Goan, Indian, Chinese and Tandoor cuisines. Their bar menu has fine cocktails, mocktails, wines and liquors available.



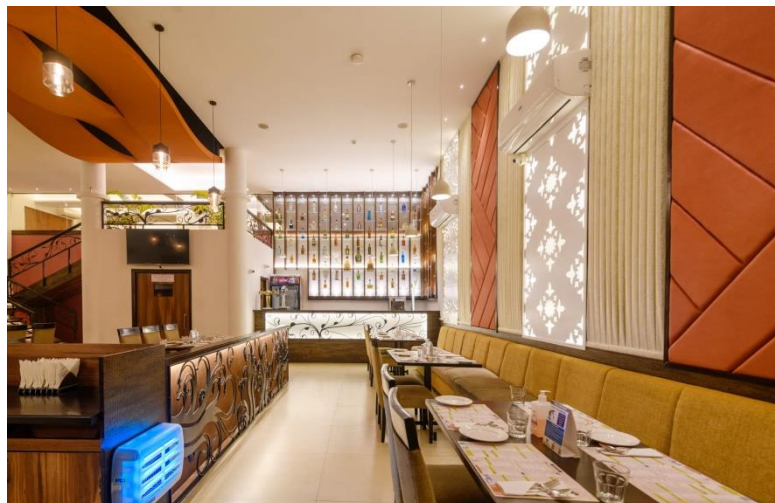


## VISION

Customer oriented approach by accommodating custom requests and fulfilling them with utmost care and attention.

### **PORVORIM BRANCH**

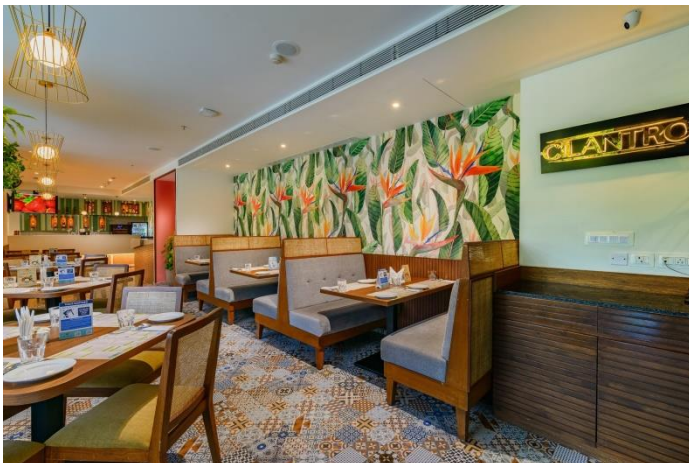
Copperleaf Porvorim, located on Chogm Road, Porvorim, is the first outlet opened in 2016 with 180 seats. Copperleaf has been awarded with 19 awards at the State and National level in the last 6 years. The team at Copperleaf give it their best to serve perfection at your table every time your order comes in. The staff is well trained to understand your needs and will serve you as per your requirements. They also offer 'Mint'- Private dining area for 30 to 35 pax.





## PANJIM BRANCH

Copperleaf Panaji, the second outlet opened in 2021 is located on the outskirts of Panaji on the St. Inez Taleigao Road. It is one of the biggest 300-seater fine dining restaurants spread across 10,000 sq. ft. consisting of the ground as well as the first floor. It has spacious dining areas called 'Cilantro' and 'Citrus' on the ground floor done up in a beautiful tropical theme, with hanging plants around. On the first floor they have 'Infinity' dining area, 'Bellini' seating Bar, 'Solitaire'- Private dining area and 'Infinity@10'- Private dining area. Each section has a different feel and ambience, offering amenities like its own bar and washrooms. It is an ideal location for Corporate lunch/dining and all kinds of celebrations- Birthdays, anniversaries, reunions, with a soothing atmosphere for families and groups and having 5 star amenities, which include splendid International Standard Washrooms, wheelchair accessible entrance and washrooms, grab bars in washrooms as well as baby diaper/nappy changing station.



CILANTRO



CITRUS

## CILANTRO



## CITRUS





## INFINITY



## SOLITAIRE- PRIVATE DINING AREA



## INFINITY@10- PRIVATE DINING AREA





# COPPERLEAF

THE ULTIMATE DINING EXPERIENCE

## AWARDS

SSS

NEW RESTAURANT  
OF THE YEAR

2022

BUSINESS GOA

TRIPADVISOR  
TRAVELLERS' CHOICE  
BEST OF THE BEST

2021

TRIPADVISOR

FOOD CONNOISSEURS  
INDIA AWARDS  
BEST RESTAURANT OF  
THE YEAR (WEST)

2021

INDUSTRY LIVE

FOOD CONNOISSEURS  
INDIA AWARDS  
BEST GOAN CUISINE  
RESTAURANT

2021

INDUSTRY LIVE

TIMES FOOD  
AWARDS  
BEST MULTI-CUISINE  
CASUAL DINING

2021

TIMES GROUP

TIMES FOOD DELIVERY  
ICONS  
ICONIC MULTI-CUISINE  
RESTAURANT

2020

TIMES GROUP

TRIPADVISOR TRAVELLERS' CHOICE  
TRAVELLERS' CHOICE  
2020

TIMES FOOD AWARDS GOA WINNER  
BEST MULTI-CUISINE RESTAURANT  
2020

TRIPADVISOR CERTIFICATE OF EXCELLENCE  
CERTIFICATE OF EXCELLENCE  
2019

TIMES HOSPITALITY ICONS  
ICONIC SEAFOOD RESTAURANT  
2019

GOMANTAK EXCELLENCE AWARDS  
EXCELLENCE IN HOTEL INDUSTRY  
2019

FRANCHISE INDIA RESTAURANT AWARDS  
BEST COASTAL CUISINE  
2019

50 BEST RESTAURANTS & BARS  
BEST RESTAURANT - CEO INSIGHTS  
2019

GOA STATE BEST BRAND AWARDS  
BRAND LEADERSHIP AWARD  
2018

TRIPADVISOR CERTIFICATE OF EXCELLENCE  
CERTIFICATE OF EXCELLENCE  
2018 & 2017





## **FOOD AND BEVERAGE VOUCHERS**

- CORPORATE DISCOUNT PROGRAM
- 20% discount applicable to guests who are employed at any of the companies who have tie-ups with Copperleaf.
- ARMED FORCES DISCOUNT
- 15% discount applicable for Indian Army, Navy, Air Force, Goa Police etc.
- LADIES NIGHT
- 20% discount applicable for ladies, group or single, every Monday.
- OLD IS GOLD
- 20% discount applicable for senior citizens every Tuesday. Even if they are accompanied by a group.
- Young Achievers Eve
- 20% discount applicable for youngsters below the age of 18 celebrating birthdays or any other occasion every Thursdays.
- Copperleaf Elite Club (CEC)
- Guests can avail discounts up to 25% and other benefits as well once he/she becomes a member of club.
- Other discounts include:
- Staff discount- 20% discount for staff every Tuesdays and Thursdays
- 20% discount on takeaway orders
- 15% Loyal guest discount
- 10% Vendors discount
- 10% Birthday discount

## DISCOUNT VOUCHERS



**COPPERLEAF**

**Happy HOUR**  
EVERY FRIDAY  
7 - 8 PM

**GET 50% OFF\***  
ON ALL FOOD & BEVERAGES

THIS OFFER IS AVAILABLE FOR EVENINGS ON SPECIFIED DAY AT PANAJI OUTLET ONLY  
+91 91751 84623 / 24 / 31 | WWW.COPPERLEAFGOA.COM

\*T&C Applied



**COPPERLEAF**

**OLD IS GOLD**  
Get 20% Off\* on Tuesdays

Celebrate your golden years with the exclusive offers for Senior Citizens on Tuesdays only at Copperleaf

THIS OFFER IS AVAILABLE FOR EVENINGS ON SPECIFIED DAY AT PANAJI OUTLET ONLY  
+91 91751 84623 / 24 / 31 | WWW.COPPERLEAFGOA.COM

\*T&C Applied



**COPPERLEAF**

**Ladies Nite**  
Get 20% Off\* on Mondays

*Ladies, waiting for the weekend to party? Don't limit your night out to the weekend. Grab your girls and make your way to a Monday worth remembering*

THIS OFFER IS AVAILABLE FOR EVENINGS ON SPECIFIED DAY AT PANAJI OUTLET ONLY  
+91 91751 84623 / 24 / 31 | WWW.COPPERLEAFGOA.COM

\*T&C Applied



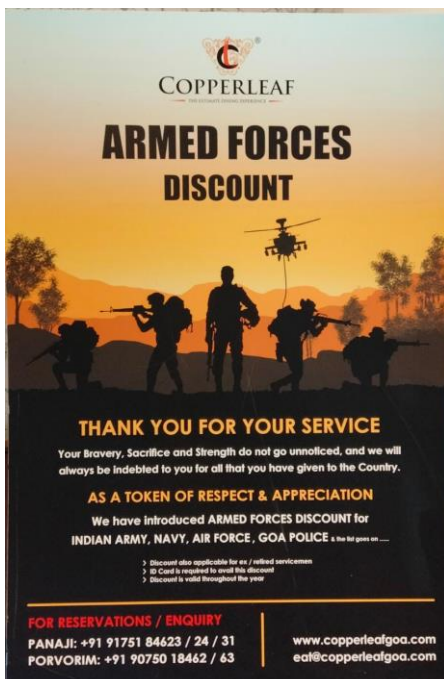
**COPPERLEAF**

**Young Achievers Eve**  
GET 20% OFF\* ON  
ALL FOOD AND BEVERAGES FOR ALL AGES

Accompany your Rising Stars, and celebrate their special moments & achievements with great offers from Copperleaf on Thursdays!!

THIS OFFER IS AVAILABLE FOR EVENINGS ON SPECIFIED DAY AT PANAJI OUTLET ONLY  
+91 91751 84623 / 24 / 31 | WWW.COPPERLEAFGOA.COM

\*T&C Applied



**COPPERLEAF**

**ARMED FORCES DISCOUNT**


**THANK YOU FOR YOUR SERVICE**  
Your Bravery, Sacrifice and Strength do not go unnoticed, and we will always be indebted to you for all that you have given to the Country.

**AS A TOKEN OF RESPECT & APPRECIATION**  
We have introduced ARMED FORCES DISCOUNT for  
INDIAN ARMY, NAVY, AIR FORCE, GOA POLICE & the list goes on ...

> Discount also applicable for ex / retired servicemen  
> ID Card is required to avail the discount  
> Discount is valid throughout the year

**FOR RESERVATIONS / ENQUIRY**  
PANAJI: +91 91751 84623 / 24 / 31  
PORVORIM: +91 90750 18462 / 63

[www.copperleafgoa.com](http://www.copperleafgoa.com)  
[ea@copperleafgoa.com](mailto:ea@copperleafgoa.com)



**COPPERLEAF**

**CORPORATE DISCOUNT PROGRAM**

**OUR TIE-UPS**  
BANK OF BARODA • CANARA BANK • DELTIN CORP  
FRONTLINE MANAGED SERVICES • GMR • GROUP PRIORITY  
KINCO KAMAN • OPEN DESTINATIONS • PERSISTENT SYSTEMS  
RESERVE BANK OF INDIA • SANOFI • STATE BANK OF INDIA  
TANGENTIA • TEKNORIX SYSTEMS • UNICHEM • VEDANTA

**FOR CORPORATE DISCOUNT ENROLLMENT**  
KINDLY GET IN TOUCH WITH US  
PANAJI +91 91751 84623 / 24 / 31  
PORVORIM +91 90750 18462 / 63

[ea@copperleafgoa.com](mailto:ea@copperleafgoa.com)  
[www.copperleafgoa.com](http://www.copperleafgoa.com)

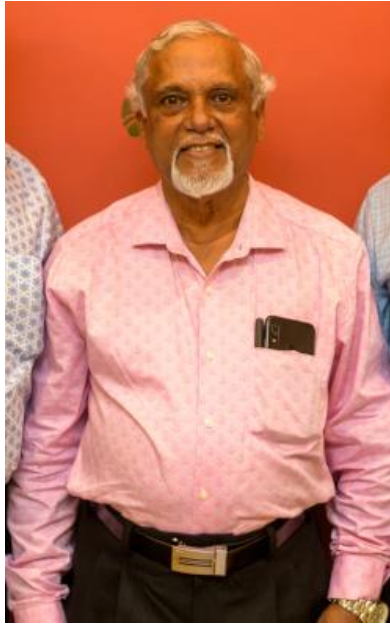
> Corporate ID Card is required to avail this offer only

SCAN HERE



## **EXECUTIVE TEAM**

VISHWAMUKTA Group is guided by Mr. Shreekant V. Pai Bir and led by Mr. Sachin S. Pai Bir and Mr. Vishwanath S. Pai Bir.



Mr. Shreekant V. Pai Bir  
(Director/Chairman)



Mr. Vishwanath S. Pai Bir.  
(Director/COO)



Mr. Sachin S. Pai Bir  
(Director/ CEO)

## OPERATIONS TEAM



**Pundalik Sangale**  
(Manager, Porvorim)



**Kunwar Rawat**  
(Chef De Cuisine,  
Porvorim)



**Sanjuram Parab**  
(Store Manager,  
Porvorim)



**Vinu George**  
(Assistant Manager,  
Panjim)



**Milan Pradhan**  
(Assistant Manager,  
Panjim)

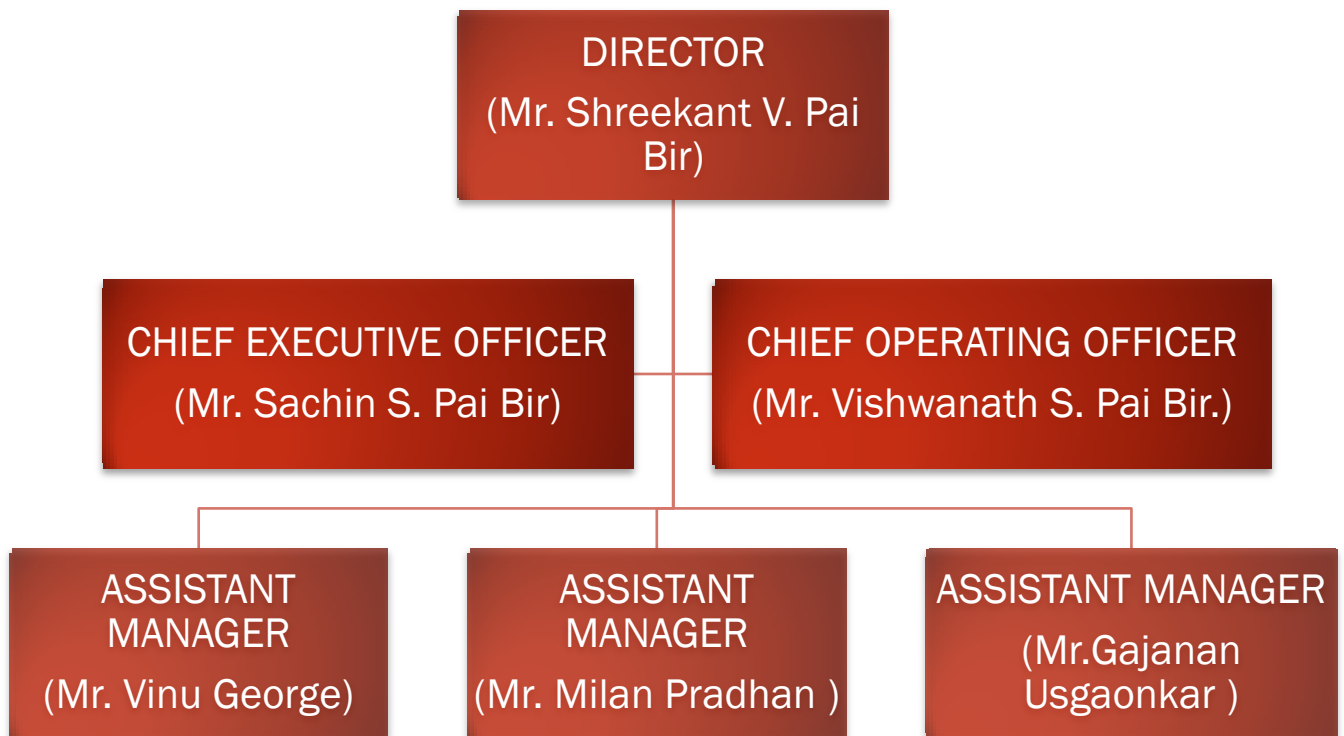


**Gajanan Usgaonkar**  
(Assistant Manager,  
Panjim)



**Kashish Thakral**  
(Sous Chef, panjim)

# MANAGERIAL HIERARCHY



## **FRONT OFFICE DEPARTMENT**

Front office is known as the face of the hotel. It is the first department that is in direct contact with the guest and it plays a vital role in creating the first positive impression of the restaurant services.

I got to work as a hostess at the reception desk at copperleaf restaurant. My duty timings were from 10:30a.m. to 3:30p.m in the afternoon and then from 6:30p.m. to 11:00p.m. in the evening. I had to report to the manager as well as the assistant manager.

Following were my duties at the reception desk:

- Welcome guests by greeting them the time of the day.
- Escorting guests to the table.
- Putting them on the waiting list, as necessary.
- Providing them with accurate wait timings and monitor waiting list.
- Maintaining the reservation book and the waiting list book.
- Coordinating the afternoon/evening reservations with the manager.
- Allocating the reservations to the tables according to guests' preference if there are any.
- Escorting guests to the waiting area.
- Providing guests with menus and answering any initial questions.
- Greeting the guests upon their departure.
- Coordinating with wait staff/ assistant manager/ manager about available seating options.
- Maintaining a clean reception/podium area.
- Catering to guests who require extra attention (e.g. Children, elderly)
- Answering incoming calls, taking reservations, and address customers' queries.



- Responding to guests' issues and helping to resolve them.
- Having knowledge of the menu and seafood availability.
- Assisting wait staff/ assistant manager/ manager as needed.
- Providing great customer service.
- Packing the gifts which are given to the guests during different celebrations.
- Keeping an inventory of the gifts and issuing them from the store as and when needed.
- Performing other duties as well as other duties as requested by the management.



## **GENERAL GUIDELINES FOR FRONT OFFICE STAFF**

1. All staff must strictly follow the grooming and hygiene standards set by the restaurant.
2. The staff should have thorough knowledge about the section names and table numbers of the restaurant, menu, discounts and offers valid, different facilities offered, services and amenities offered and names of key personnel.
3. Staff must be aware of important places in the city, location of the hotel and distance between hotel and other places.
4. Staff must handle all guest queries and complaints.
5. The staff should not disclose the personal information given at the time of reservations to outsiders.
6. The staff must be warm and professional.
7. The staff should recognize and know the preferences of all regular and VIP guests.

## **PERSONAL STANDARDS FOR FRONT OFFICE STAFF**

1. Uniform should be clean and well ironed.
  - The uniforms are given by the management itself. In case of new joining, a formal, full sleeved, white shirt must be worn along with black formal pants.
2. Shoes should be well polished.
  - Black formal shoes with a good grip must be worn along with ankle length black socks. Black rainy shoes can be worn during rainy season.
3. Hair
  - Hair should be pulled back, away from the face and tied neatly throughout the shift.
  - Fringes, layers falling on the face, plaits and braids are not permissible.
  - Short hair: 3 inches above the shoulder may be left open, pin away from the face.
  - Long hair: pin into a French roll or a bun with a net. Ponytail, if worn, must be above the collar.
  - Hair accessories should be black.
4. Nails should be trimmed short and clean.
  - A light nude shade of nail paint can be applied.
5. Simple basic makeup can be applied.
6. Accessories worn must be simple and not flashy.
7. Name tag is compulsory.
8. Basic telephone etiquettes



## **RESERVATIONS**

It is defined as ‘booking’ or ‘blocking’ a table for future guests or a prospective guest.

- For taking a reservation, we had to first ask the date the guest wishes to reserve a table and then the number of guests they are expecting.
- We then check for the availability of tables according to the date.
- If the guest wishes to have a look around the restaurant then we guide them to the section depending on the number of pax. This also allows the guest to choose their preferred table.
- We must take down the name of the host, number of pax, time, contact details and the table number if they have already chosen a particular table.
- We can also allow them to give the pre-order of the food items they wish to have. This must be confirmed thoroughly with the guest. A copy must be submitted to the respective waiter and the sous chef prior to the arrival of the guest.
- The guest must be given the restaurant visiting card highlighting the manager’s contact details.
- On the day of the reservation, the hostess must write the details on the reservation sheet and allocate the tables according to the number of pax.
- The reservation sheet must be given to the respective waiter and a reservation board must be kept on the table.

### **Advantages of a reservation**

#### **Guests’ point of view**

- Confirmation of table
- Saves time
- Preference of table and section
- Pre preparations
- Saves time
- Avoids disappointment

### Restaurants point of view

- Special request of guest is known
- Priority is given to the preference of guest
- An idea of number of guests arriving
- Pre order can be taken for larger groups to save time.
- Give discounts during VIP reservations and during occasions like birthdays, anniversaries etc.

## **EVENTS AND CELEBRATIONS AT COPPERLEAF**

Copperleaf is an ideal location for celebrating birthday parties, anniversaries, reunions, family get-to-gathers or even a private date location for couples. At Copperleaf, Panjim, we provide the best hospitality right from your welcoming, seating, suggesting a variety of dishes to desserts, to making your celebration a little brighter by the staff singing and adding joys. With the private dining areas, Solitaire and Infinity@10, one can also conduct business meetings, business parties, conferences and presentations there as it can accommodate 8pax and 10pax respectively in each of them. They also provide butler service, LED screen, a table d'hote menu along with complimentary goodies etc.

There have been celebrations of around 60 pax which was allocated in a section of Citrus to an entire section of Infinity booked for birthday celebration of 80 pax.

Women's day was celebrated by greeting every woman with a rose and then escorting to their tables.

Christmas was celebrated by welcoming the guests with a "Merry Christmas" and then Santa Claus going around distributing sweets and singing carol to young kids.

The guests celebrating birthdays or anniversaries are given a gift as a kind gesture from Copperleaf.



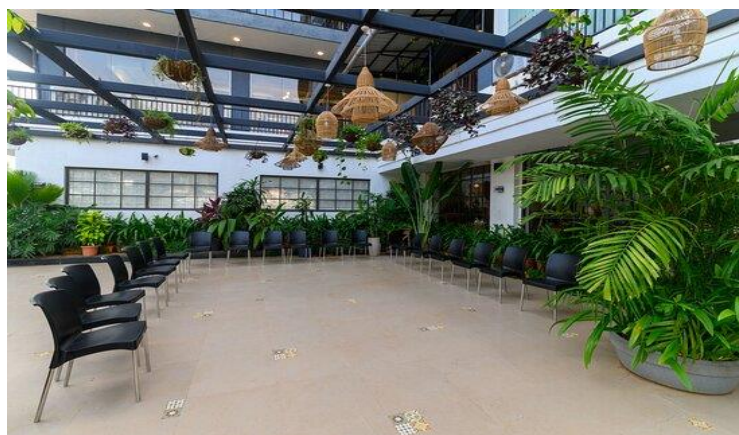




## **WAITING AREA AND TOKENS**

On busy days, when the restaurant is fully occupied, the following is the procedure to deal with the waiting list guests:

- Firstly, apologise to the guest and explain politely that the table is not available at the moment.
- Check with the waiters for any chance of availability of tables and give the guest an appropriate wait time.
- Ask if he/she is willing to wait and ask them for their names.
- Write down their name, number of pax, and the time.
- Provide the guest with the token and write down their token number against their names.
- Guide the guest to the waiting area.
- Give them the food menus if the wait time is a little too long so that it passes their time and they save time on deciding when they get a table.
- When the table is ready, call out the token number and let the guest know that their table is ready.
- Apologise again for making them wait and then escort them to their tables.
- A few things I have learnt in these months are:
  - Give priority to senior citizens.
  - In case there are bigger groups and no big tables available, give them an option of seating separately.
  - Keep on updating the guest on the availability of the tables.
  - Having the ability to think of a solution within a limited time is what I gained and I'm definitely going to use in my work as well as personal life.



**WAITING AREA**



## **LEARNINGS**

As an employee working as the hostess at Copperleaf, Panjim, for the past 8 months, I have come a long way. I began as a fresher but happened to gain a lot of experience with the help of my colleagues and senior staff members who guided me through various situations.

- I am able to communicate i.e. read, write, speak and listen clearly, attentively and effectively.
- Learnt to respond quickly in a dynamic and changing environment.
- Acquired a positive attitude and the ability to work well under pressure with all restaurant staff.
- Learned to do high-quality work while unsupervised.
- Was able to work in a standing position for long periods of time.
- Was willing to follow instructions and ask questions for clarification if needed.
- Learnt to work in a busy restaurant environment.
- Learnt to handle different types of guests.
- Was able to handle guest complaints and solve them in limited time.
- During busy days or when the steward was busy and could not serve the table immediately;
  - I observed the initial actions of the stewards, for e.g. removing the rings from the napkin fold and placing the napkin on the quarter plate, giving the food and bar menu according to the standard procedure of the restaurant to the guest.
  - I observed how to set the table and did it when there were waitings and the table needed clearance and set up. This included laying the table mats, cruet set, and tissue paper stand with tissues, napkins, side plate, cutlery and hand sanitizer on the table.



## CONCLUSION

Getting a chance to work at Copperleaf has been an overwhelming experience for me. I got to learn a lot and I can definitely say that I've come a long way from where I was. I started working from 3<sup>rd</sup> December 2021 and to this day I am learning new things and gaining more knowledge every day. I made a few mistakes sometimes and yet the staff and colleagues around me, not only corrected my mistakes, but were also very patient to show how I could improve my performance. Even though I was a part of the front office department, I made sure to observe the duties performed by the other departments, like food and beverage services, as well. I met a lot of new people and am now confident enough to strike a conversation as well as be as professional in my work. The working environment is really good and the associates are really friendly and help you at all times possible.

