

INTERNSHIP REPORT

NAME: DARREN COELHO

ROLL NO. :2004

BATCH:2020 IMBA GBS,GOA UNIVERSITY GOA

HOTEL NAME: HYATT CENTRIC CANDOLIM GOA

HYATT
CENTRIC™
CANDOLIM GOA

DECLARATION

I hereby declare that I have completed my internship in the following departments Food and Beverage and Front office department at Hyatt Centric Candolim Goa for a period of 2 months. I solemnly declare that the information that I provided is to the best of my knowledge.



July 18, 2022

CERTIFICATION

This is to certify that Mr. Darren Coelho, a student of Goa University has completed a 2 months Internship with Hyatt Centric Candolim Goa effective from May 17, 2022 until July 18, 2022.

During his time at Hyatt Centric Candolim Goa he trained in the Food & Beverage Service and Front Office departments.

We wish him all the best in his future endeavors.

For Hyatt Centric Candolim Goa,

A handwritten signature in blue ink, appearing to read "Sanisha Rashmi".

Sanisha Rashmi
Learning Manager

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ACKNOWLEDGMENT

I would like to acknowledge the team of HYATT CENTRIC CANDOLIM , GOA for providing me with an opportunity to complete my internship. I would like to thank , Mr. Arron Almedia (Learning and Development Manager), Mr.Vamsi Gadiraju (Food and Beverage Director) Mr Vishal Hariharan(Restaurant Manager) and Mr Cassius Fernandes and Mr Subashish (Assistant Manager) for their unconditional support and guidance throughout the internship.Arron Almedia (Learning and Development Manager), Mr.Vamsi Gadiraju (Food and Beverage Director) , Mr Vishal Hariharan(Restaurant Manager) and Mr Cassius Fernandes and Mr Subashish (Assistant Manager) Mr Caine Sequeira(Front office manager) and Mr.Drashan Madnani (Front office Team leader)for their unconditional support and guidance throughout the internship.

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INTRODUCTION

Name of the organization: Hyatt Centric, Candolim Goa Location:

Anna Waddo, Main, Candolim Rd, Candolim, Goa 403515.

Hyatt as a brand came up with Hyatt Centric as it is central to most key locations in Goa and around the area.

Phone: 0832 716 1234

Company Name / Owner include contact information: Himanshu Kannakiya and Raju Kannakiya are the owners of Hyatt Centric, Candolim Goa.

Name of the General Manager: Mr Arjun Kagallu

Director of Operation: Mr Amitabh Chakraborty

Food & Beverage Director: Mr Vamsi Gadiraju

Facilities offered: The facilities offered by Hyatt Centric are mentioned below:

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- Fitness Center; the state-of-the-art fitness center is located on the ground floor of the hotel. The fitness center is 24hours operational, and along with the latest equipment of cardiovascular, strength training, resistance training, and other fitness equipment. –
- Pool: pool is located on the ground floor, it is operational from 8 am to 8 pm daily. –
- A 24-hour In-Room Dining facility is offered to the guests. –
- Valet parking facilities -
- Currency exchange -
- Multi-lingual staff -
- Laundry and dry cleaning facilities
- Airport pick/drops on request

Hyatt Centric is a lifestyle hotel. Hence, the guests category is mostly leisure travelers. Although, corporate companies do conduct conventions and meetings in the hotel as Hyatt Centric has a huge banquet space of 2991sq meter

Organizational chart of the property and total number of staff in each department:

- General Manager
- Director of Operations
- Food and Beverage Director
- Hygiene Manager

Food & Beverage

- F&B Director
- Restaurant Manager
- Assistant Restaurant Manager
- Team leader
- Associates
- Interns

Housekeeping

- Executive Housekeeper
- Assistant housekeeper
- Team leader
- Associates
- Interns

Front Office

- Front office Manager
- Assistant Front office manager
- Duty manager
- Supervisor
- Associates
- Interns

Kitchen

- Executive Chef
- Sous Chef
- Chef De Partie
- Demi Chef De Partie
- Commis
- Interns

Human Resource

- Human Resource Manager
- Learning & development manager
- Training Manager
- Learning coordinator
- HR supervisor
- Associates
- Interns

Security

- Security Manager
- Team leader
- Associates Sales & Marketing
- Sales Manager
- Marketing Manager 8
- Associates

The Departmental Ranking

- Food and Beverage director - Mr Vamsi Gadiraju
- Restaurant Manager- Mr Vishal Hariharan
- Banquet and Events Manager - Mr Ruel Fernandes
- Assistant Restaurant Manager - Mr Cassius Fernandes and Mr Subhashish
- Team Leader (Supervisor) - Mr Kiran Padgaonkar & Mr Vinay & Mr Pankaj Shirodkar
- Associates
- Interns

F&B Director - The food and beverage director oversees all the operations in the food beverage department, looks after key events in the banquets and prepares menu for extremely key events and curates the menus for special occasions and looks at the aesthetics of the restaurant during special campaigns.

Restaurant Manager - all his functions are mentioned in his functions. He also looks after the forecasting aspect of the restaurant and requisition as well.

Assistant Manager - Looks after the operational aspect in the restaurant, and they make employee roasters on a daily basis. Takes the place of the restaurant manager in the absence of the restaurant manager.

Team leader - All the associates in the food and beverage department are allocated, scheduled and managed by the team leaders during the key hours. During busy hours they assist in the operations aspect, mainly in in-room dining.

FOOD AND BEVERAGE DEPARTMENT

- The staff is quite helpful and has a good understanding of teaching the interns. The associates at the hotel teach us most of the stuff in the department and provide info about the property.

- The bar contains a lot of liquor bottles from homegrown brands of Goa. To name a few of those brands and they are; Mike's (Flavored Alcoholic beverages), Malaki (Ginger Ale), Goa Brewing & Co, Paul John (whiskey), Katti Patang (Beer; mainly made in Bhutan), Copter (beer; mainly from Bhopal but they do have a manufacturing plant in Bangalore as well).

- The restaurant conducts quite a few networking / Gala dinners to promote local rum brands such as Segredo Aldeia (Cafe rum) promotion at Hyatt Centric, Candolim Goa.

- They promote local liquor from Goa to foreign tourists in the hotel, which is great because they help the local liquor brands with a huge amount of sales.

- The restaurant (Grok) does come up with quite a few promotional campaigns on special occasions. For instance, when I was interning there they conducted a special brunch on the occasion of Mother's Day at a subsidized amount and a special discount for mothers. Simultaneously, conducted a similar brunch on the 10 occasion of Father's Day and mainly provided a discount on alcoholic beverages for all the fathers.

- The team conducts only one briefing session for the day in which interns are not allowed.

BANQUET FACILITIES

Hyatt Centric Candolim Goa does host banquet events quite frequently. During the past two months Hyatt Centric had almost 15 events. The major events conducted are mainly MICE events and corporate meetings. Banquets

Jade Vine - Jade Vine has a total space of 2991 sq Ft but the same can be divided into 3 parts. Jade Vine 1 - This comprises of approximately 985 sq Ft

Jade Vine 2 - This comprises of 1042 sq Ft

Jade Vine 3 - This comprises of 964 sq Ft

There are various other combinations which are mentioned below:

Jade Vine 1 & 2 - Combined, this is equivalent to 2027 sq Ft

Jade Vine 2 & 3 - Combined, this is equivalent to 2006 sq Ft

Then we have board rooms and conference halls named “Isle De Sole”

Isle De Sole - This comprises of 667 sq Ft, this is again divided into two parts:

Isle De Sole 1 - This comprises of 321 sq Ft

Isle De Sole 2 - This comprises of 321 sq Ft

JARDIM - this is basically outdoor space for conducting events which comprises of 2411 sq Ft.\

Common Layouts and seating arrangements:

- Banquet
- Cluster
- Reception
- Theater
- Classroom
- U-shape
- Boardroom

Lunch / Dinner Menu costs Rs 1400/-

- Soup 1 (Vegetarian)
- Salads (3 Vegetarian and 1 Non - Vegetarian (Chicken))
- Main Course
- 3 Vegetarian
- 2 Non Vegetarian (1 Chicken & 1 fish)

- 2 rice based dishes - 1 steamed rice & 1 flavored rice / noodles
- 1 Lentil Dal - Breads, Indian breads, and condiments
- Desserts (2 Western, and 1 Indian)
- 1 seasonal cut fruit or assorted ice-cream (3 flavors)

Additional price

- Prawn 20
- Instead of chicken or fish is for Rs 200/-
- Additional is for Rs 350/-
- Catch of the day (fish)
- Instead of chicken or fish is for Rs 150/-
- Additional is for Rs 275/-
- Lamb
- Instead of chicken or fish is for Rs Rs 200/-
- Additional is for Rs 325/-

Live station

- Vegetarian is for Rs 250/-
- Non-vegetarian (Chicken & fish) is for Rs 400/-

Breakfast buffet would cost around Rs 750/-

Afternoon tea along with cookies would come to Rs 250/-

The banquets are looked after by the food and beverage departments in accordance with the events department and sales department as well. But the banquets do bring in the most amount of revenue into the hotel

BREAKFAST TIMINGS

Monday–Friday: 7:00 am – 10:00 am

Saturday & Sunday: 7:00 am – 11:00 am

GROK TIMINGS

24hrs

FRONT OFFICE

Caine Sequeira- Front Office Manager

Debarati Chakraborty-Assistant Manager

Darshan Madnani- Team Leader

Lakhan Adsare-Guest Service Officer

Vedant Kapoor-Assosiate

Amit Raha-Bell Boy

Front office is a very important department in the hotel, making direct contact with guests. The main function of this department is reservation, Guest service, check in, check out, Telephone, Finance & Cashiering, Room Assignment, inquiry, etc. The Front Office develops and maintains a comprehensive database of guest information, coordinates guest services, and ensures guest satisfaction. These functions are accomplished by personal in diverse areas of front office department. The front office is also known as the face of the hotel. It is the first guest contact area and also the nerve centre of the hotel.

ROLE OF THE FRONT OFFICE

Guest Registration: Does all guest registration-related activities like Check-in, room assignment, welcoming, room rate etc.

Guest Service: Fulfils any Guest Services related activities.

Guest History and records: Creates and maintains a guest profile, history, likes and dislikes, collect feedback etc.

Guest Database: Develops & maintains a Comprehensive Database of Guest Information

Updates Room Status: responsible to update the correct room status like CI, CO, DNCO, DND etc.

Reservation: This section is responsible in registering the room reservation from various sources, with recordings, filing of reservation records, and revise on the appropriate time to make sure that guests would have their rooms upon entering the hotel.

Telephone: This section is to facilitate guests pertaining to the telephone both internally and externally, and to wake guests up in the morning upon request.

Inquiry: This section is to answer questions and inquiries of guests. Therefore, this section would have to be alert with all the movements of the hotel.

Guest relations services: this team helps in communicating between the guest and staff. They see through the guest complain and give special treatment if needed. They try and make guest stay comfortable and try to make the guest happy. They try and make guest stay comfortable and try to make the guest happy by small gestures which can help them later when the guest gives reviews.

Bell desk and concierge: provides all services like taking care of the guests luggage, escort guest to the room and help the guest for any bit of information.

EXPERIENCE

- More time need to be given for orientation/training period for interns
- According to me,in the F&B department the allocation during the breakfast buffet is not right. For instance, during the breakfast buffet, they often allocated interns in the back area for whipping crockery and cutlery but as we are aware there is a lot of cutlery and crockery required during the breakfast buffet which is the most crucial hour in the restaurant. They only allocated interns in the back area without actually specifying as to who was supposed to wipe what. Then there's an instance wherein everyone is whipping everything which causes chaos.
- The F&B department uses cutlery of the brand named SOLA which is a Swiss brand and crockery named RAK which is made in UAE
- Room service is very slow a lot of guests complain about the service
- No proper rosters are made in the F&B department
- KSD area is also very congested, very low water pressure to remove all the lose debris from the plates
- In the front office there is no proper coordination and communication between the associates where the wrong information is given to the interns and causes chaos.
- Guest rooms are always leaking when it rains
- Rooms in the hotel were always leaking when it used to rain which caused problems to the guest

CONCLUSION

The staff there is very friendly and helpful though be tired they never leave the smile on their face. All in all it was very good experience working over there for the period of 2 months.

The past two months have been a great learning experience in the food and beverage and front office department. The industry is tough and challenging but it's all about how we as interns cope up with the pressure and give our best performance everyday. Apart from that, there were good days and bad days but at the end of the day the learning never stopped and has been a great experience.

PICTURES







