



BLD
ALFRESCO

—THE—
BANYAN

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Induction (18th May – 19th May)

First 2 days we were told about the Taj hotels, about TRCC and its rules and regulations, about TATA group, fire extinguish drill.



ABOUT TATA



Mr. Jamsetji Nusserwanji Tata

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.

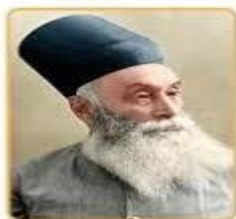
It has operations in more than 80 countries across six continents. Tata Group has over 100 operating companies each of them operates independently.

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

- ✚ **Jamsetji Nusserwanji Tata** is the founder of Tata Group.
- ✚ 1868 Tata group was started.
- ✚ IHCL is art of Tata group.
- ✚ Opened the Taj Mahal Palace hotel I 1903 at Colaba, Mumbai.
- ✚ Designer : F.N. Steven
- ✚ € 3, 00,000 was spent to build Taj hotel.
- ✚ The Taj Mahal Hotel was first in India to have electricity, American fans, German elevators, Turkish baths and English butlers.
- ✚ It also had city's first licensed bar [Harbour bar], India's first all-day restaurant.
- ✚ Taj Mahal Hotel's architecture is similar to Victoria terminus.
- ✚ Louis Gapp - 1st manager of Taj Mahal hotel.
- ✚ 1st aerated bottling plant for aerated beverages.
- ✚ Minimum Rs 6/- was charged per room.
- ✚ Maharaja of Patiala visited Taj and gave the 1st ever tip of Rs 100/-
- ✚ 10 pillars of ballroom was made with same steel as the Eiffel Tower
- ✚ Taj Mahal hotel was attacked on 26th November 2008.
- ✚ Slogan of TATA : "Leadership with trust"
- ✚ Taj Mahal palace – 180 rooms 90%

- ✚ Taj Tower – 300 rooms 65% - 70%
- ✚ **Mr. Natarajan Chandrasekaran** – chairperson of Tata group (2017 – current)
- ✚ **Jahangir Ratanji Dadabhoi Tata** – joined as apprentice
- ✚ **JRD Tata** was one to be granted commercial pilot's license.

Tata Group Founder, and Chairmen



Jamsetji N. Tata
(1887-1904)



Sir Dorabji Tata
(1904-1932)



Sir N. B. Saklatwala
(1932-1938)



J. R. D. Tata
(1938-1991)



Ratan N. Tata
(1991-2012)



Cyrus P. Mistry
(Since 2012)

Years indicate the period of Chairmanship







Taken from

<http://www.tatacentralarchives.com/tata-legacy/family-tree.html>




















CORE VALUES OF TATA

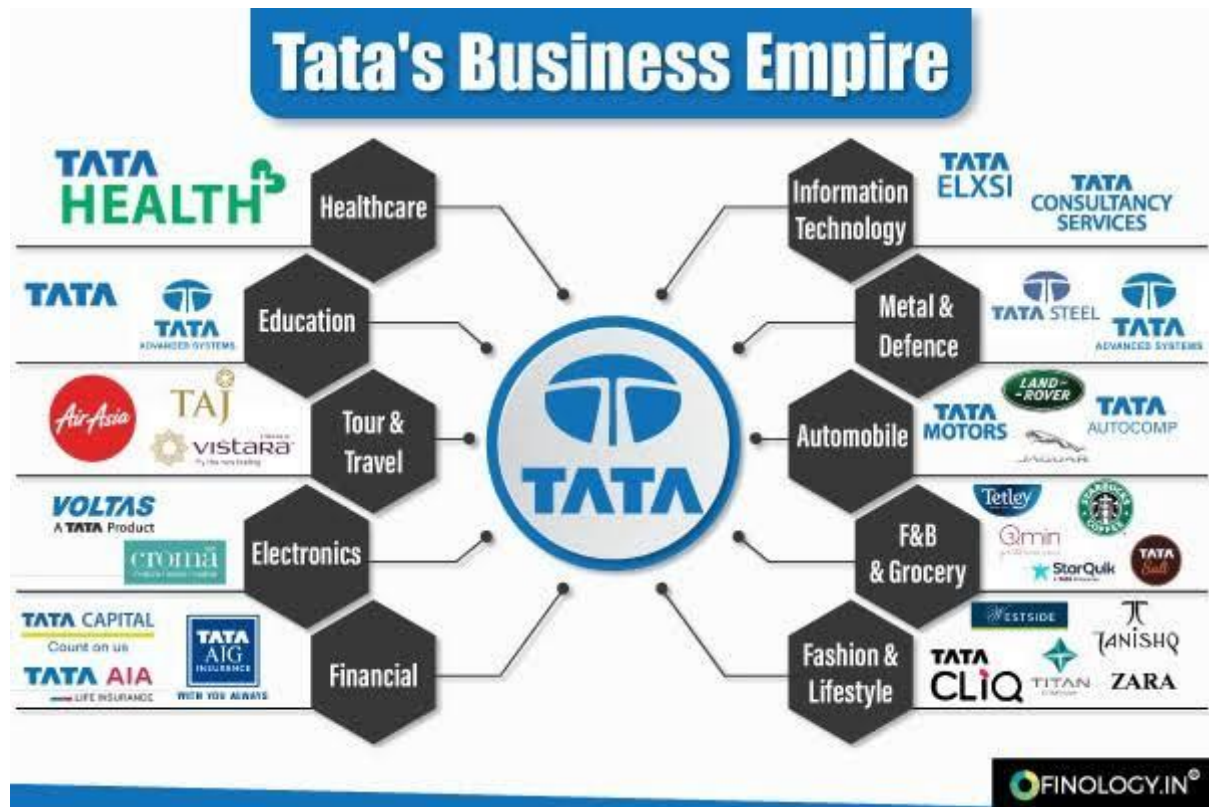
- ✚ Integrity – fair, honest, transparent and ethical.
- ✚ Responsibility – responsibility towards community.
- ✚ Excellence – doing better each day.
- ✚ Pioneering – pioneering of spirit, being first.
- ✚ Unity – coming together.

TATA CODE OF CONDUCT

-  Our employees
-  Our communities and environment
-  Our value chain partners
-  Our financial stakeholders
-  Government
-  Our group companies.

TATA COMPANIES

-  Tata Tiscon
-  Tata motors
-  Tata salt
-  Tata starbazar
-  Vistara
-  Air Asia
-  Air India
-  Tata VSNL
-  Tata play (sky)
-  Croma
-  DOCOMO
-  Eight O'Clock
-  Jaguar
-  Land rover
-  Land mark
-  Voltas
-  Nano
-  Prima
-  Westside









ABOUT IHCL

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 recognized 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 centers and wildlife destinations.

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

In 2004, IHCL launched its midscale hospitality brand, Ginger Hotels, followed by The Gateway Hotels and Resorts (upscale) in 2007 and Vivanta Hotels (upper upscale) in 2010.

IHCL also operates TajSATS Air Catering Ltd, in a joint venture with SATS (formerly known as Singapore Airport Terminal Services).

In May 2017, IHCL announced it was moving all of its hotels under a unique brand, Taj Hotels Palaces Resorts Safaris. The brands Vivanta by Taj and Gateway were merged into a single business unit. During the summer of 2017, Cyrus Mistry stated that some of the group's latest costly acquisitions (Sea Rock Hotel, The Pierre in New York, Taj Boston) "destroyed the economic value of the company". The unique brand decision was reversed in 2018.

In April 2018, the group opened its first location in Saudi Arabia through a partnership with the Umm al-Qura construction company. In April 2019, IHCL launched the hotel brand SeleQtions with 12 location openings. In May 2019, IHCL signed a strategic partnership with GIC Private Limited (Singapore's sovereign wealth fund) to acquire 600 million dollars' worth of hotel assets over three years.

BRANDS OWNED BY IHCL

Taj: Luxury hotels with 47 hotels in 34 locations. Its portfolio consists of luxury hotels, resorts, jungle safaris and palaces.

Vivanta: Upscale hotels with 25 hotels in 20 locations.

Ginger: Midscale hotels with 45 hotels in 32 locations.

SeleQtions: Brand that includes hotels such as The Gateway Savoy in Ooty, Vivanta by Taj President in Mumbai, Vivanta by Taj-Blue Diamond in Pune and Vivanta by Taj-Ambassador in Delhi.

The Gateway: Midscale hotels.



CIDADE DE GOA – IHCL SeleQtions

Cidade De Goa was the original name for the capital city of Goa, Panjim. The resort is designed by Portuguese style architecture by Charles Correa.

A journey through Cidade is like a stroll to an old beautiful city. You move through the various layers, meet figures of history at the lobby like the 3 facets of Vasco da Gama.

EXPERIENCES

FADO- the Fado is a Portuguese song which had its origin in the 19th century in the Alfama district. Fado is performed in our specialty restaurant Alfama which they call Fado Night.

SARASWAT COOKING- Experience the authentic cuisine of the Saraswat Brahmins who arrived in Goa at the turn of last millennium and interacted with Portuguese culture which evolved into a present day Saraswat Cuisine. A live demonstration of the food preparation is at our specialty restaurant Alfama.

RESTAURANTS IN CIDADE

ALFAMA

The Chefs Specialty Dining serving signature gourmet dishes and wines in a unique romantic ambience.

(07:30pm-11:00pm)



BARBEQUE

Open air Beachfront Grill offering a wide array of seafood, meats and vegetables cooked to your liking.

(07:30pm-11:00 pm)



BAR LATINO

Poolside bar where you can sip your drink at leisure while you take a dip in our swimming pool.

(11:00am-11:00 pm)



CAFÉ AZUL

Poolside café with a charming ambience, great sea views and a choice of cuisines as well as Snacks.

(07:00am-11:00 pm)



DOCARIA

All you want. All day and night. From oven - Fresh cakes and bakes to hot coffees, coolers and more.

(Open 24 hours)



LARANJA

International Buffets serving a choice of global cuisines.

(07:00-10:30 am, 12:30-3:30 pm, 07:30-11:00pm)



TAVERNA

Lobby Bar with adjoining sundeck and panoramic sea view where you can enjoy a relaxing drink accompanied by live entertainment in the evening.

(11:00am-11:00 pm)







TAJ AND TAJNESS

Taj, India's strongest brand across industries and sectors. It is an iconic hospitality brand from the Indian Hotels Company Limited. The brand continues to be one of the most revered and loved hospitality brands with a legacy of over 116 years of impeccable service and genuine warmth.

Embodying the spirit of "Tajness", authentic original palaces, landmark hotels, idyllic resorts and natural safari lodges interpret the tradition of hospitality in a refreshingly modern way to create unique experiences and lifelong memories.

Taj stands for trust, awareness and joy.

TAJ Code of Conduct

-  Our employees
-  Our communities and environment
-  Our value chain partners
-  Our financial stakeholders
-  Government
-  Our group companies.

TAJ – hotels, resorts, palace

VIVANTA – hotels, joyous, spirited service

GINGER – refreshing, liberating, lively





TAJ RESORT AND CONVENTION CENTRE

Taj resort & convention centre is known for conferences held and throwing amazing weddings. TRCC consists of 299 rooms with a forested hillside perch and gorgeous sea view. Taj has enviable spaces and modern design. Lobby has a boat's hull as ceiling design which indicates that water of Goa is clear and you can see boat's hull in the water.

On the left lies the BLD restaurant which offers multi-cuisine. The extended alfresco terrace is a great spot to enjoy your food and admiring the sun and sea. In its neighbour, the resort's "Eat-Bar" that is Banyan bar which takes the name from 200 years old Banyan tree that is the landmark in resort. The specialty restaurant C2C (coast to coast) offers coastal cuisine from around the world.

A 25m lap pool, on the lower ground floor adjacent to the gym and kids club, near the stilted roots of the Banyan, adds to the beauty of Taj. To capture best memories and beauty of Goa, head up to the rooftop, suitably landscaped with a large infinity pool along the sea – facing edge and boasting a sunken bar where there are barbeque nights held during after parties. The Vainguinim beach, the Zuari bay and the sea beyond all appears within the reach. You can experience wonderful sunset from the pool.

Taj is lorded over by a 1200 sq. metres pillarless hall, 6 breakaway spaces, themed suites, with maximum of sea facing rooms. Suites and club lounges top up the experience with the 24 x 7 Club Lounge. Jiva spa and 40 seater cinema will give you a luxury experience.

**SENIOR VICE PRESIDENT OF IHCL GOA AND
GENERAL MANAGER OF TAJ RESORT AND
CONVENTION CENTRE IS MR. VINCENT RAMOS.**



HOTEL MANAGER IS MR. SANTOSH SHETTY

FOMENTO RESORTS AND HOTELS LIMITED

Fomento Resorts and Hotels Limited were incorporated in the year 1971 and is engaged in the hotel business in India. Currently, the Company owns a 5 star deluxe resort "Cidade de Goa" consisting of 207 keys at Vainguinim Beach, Goa that showcase the unique Goan Portuguese architecture and ambience.

The Company is currently in the process of construction and development of one 5 star upscale new hotel consisting of 299 keys at Vainguinim, Goa which is adjacent to the existing hotel Cidade de Goa. Both the New Hotel and the existing Hotel are in the vicinity of Dona Paula, Goa. The Company is also constructing a boutique 5 star resort at Aarvli, in Sindhudurg, Maharashtra. The Company is listed on Bombay Stock Exchange since 1982.

BOARD OF DIRECTORS

- ✚ Mrs. Anju Timblo (Managing Director & CEO)
- ✚ Mr. Auduth Timblo (Director & Non Executive Chairman)
- ✚ Mr. Jamshed Delvadavala (Non Executive & Independent Director)
- ✚ Mr. Vinayak Manohar Padwal (Non Executive & Independent Director)
- ✚ Mr.Sujain Talwar (Non Executive & Independent Director)

COMPANY SECRETARY

- Ms. Asmeeta Matondkar

ROOMS

TYPE OF ROOMS	TOTAL
Superior king room	26
Superior twin room	85
Deluxe king sea view	39

Deluxe twin sea view	14
Luxury king	5
Luxury twin	35
Luxury king sea view	14
Taj club sea view room	26
Deluxe room	5
Luxury room	7
Grand luxury suite	3
Hospitality suite	1
Presidential suite	1
Total	299

VIEWS	OPEN BATHROOM	BATH TUB	NO BATH TUB
Sea view – 148	Club rooms - 26	Taj club sea	Deluxe king sea

		view room – 26	view – 1
City view – 96		Luxury king sea view – 52	Deluxe twin sea view – 13
Courtyard view – 55		Luxury king – 5	Superior twin room – 85
		Luxury twin – 35	Superior king room – 26
		Deluxe king sea view – 38	
		Deluxe twin sea view – 1	
Total – 299	Total – 26	Total -157	Total - 125

✚ **Superior rooms:** 26 king, 85 twin (35 to 38 sqm)

✚ **Deluxe sea view rooms:** 39 king, 14 twin (37 to 42 sqm)

✚ **Luxury rooms:** 05 kings, 35 twin (51 sqm)

✚ **Luxury sea view rooms:** 52 king (42 to 51 sqm)

✚ **Taj club sea view rooms:** 26 king (51 sqm)

✚ **Deluxe suite:** 05 king (82 sqm)

✚ **Luxury suite:** 07 king (87 sqm)






✚ **Grand luxury suite:** 03 king (108 sqm)

✚ **Hospitality suite:** 01 king, 01 twin (150 sqm)

✚ **Presidential suite:** 01 king (175 sqm)

HOTEL ARCHITECTURAL ELEMENTS

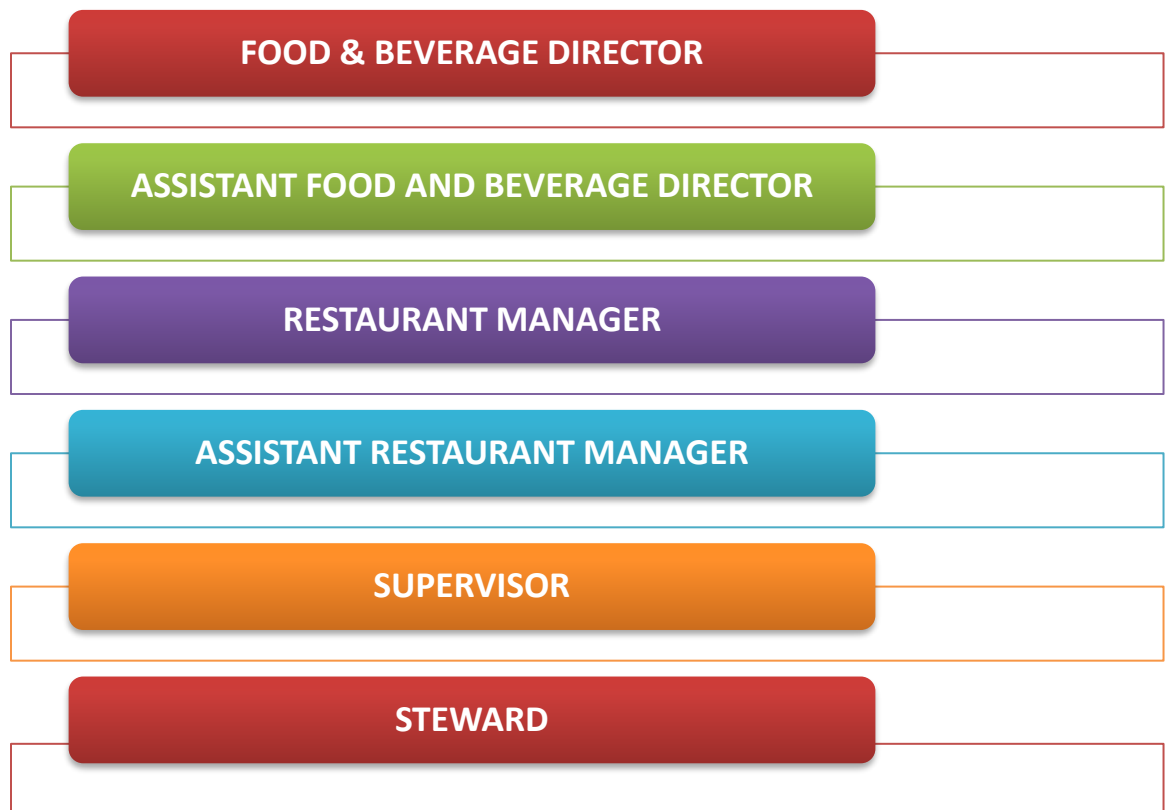
- ✚ **Location:** located at Vainguinim beach, 10 mins drive from Panjim city and 40 mins from airport, conceptualized as “ Urban Convention Hotel in a Resort setting”
- ✚ **Common resort entry:** grand courtyard with rubble basalt walls and mustard- colored walls with colorful Bougainvillea. A rubber tree along the road to the Taj marks the entry to the Welcome Courtyard with walled garden and tall black basalt walls which continues up the hill through a bamboo forest and dripping vegetation.
- ✚ **Lobby courtyard:** large circular opening in the center framing a brilliant glimpse of Goan sky with overflowing water bowl at its centre core.
- ✚ **Lobby atrium:** tall linear space which captures the first sea view through frames.
- ✚ **Linear architectural form:** running along the plateau edge with uninterrupted beach and the sea views with almost all public spaces and guest rooms have breath taking views.
- ✚ **All day dining:** strategically located off the main lobby with a beautifully landscaped garden on the north and a vast deck garden on the sea side.
- ✚ **Convention centre:** the 13000sq ft ball room divisible into 3 independent halls offering flexibility for usage supported with a large pre- function space which opens into a huge semi covered pavilion.
- ✚ **Functional courtyard:** shared by a ballroom, group arrival lobby and the all-day dining restaurant, is the alfresco dining courtyard with colorful cascading Bougainvillea and features a copper toned water wall.

-  **Rooftop:** landscaped with 25m long, infinity- edge lap pool to offer ultimate views of the Vainguinim beach, the Zuari bay and sea beyond and perfect sun bathing opportunity.
-  **State of the art technology:** entire façade has high performance glass to reduce heat gain and cut any noise ingress, central air conditioning system which reduces indoor noise decibels and save on energy, conserve water through efficient fixtures, water recycling and rainwater harvesting.
-  **Parking spaces:** ample parking spaces have been planned on surface and in the basement to cater to the ever increasing parking requirement.
-  **Water garden:** with aquatic plants and water buffalo sculpture, inspired by many natural ponds seen along the back roads of Goa, greets guests as they check in at reception.
-  **Upper basement:** a 25m lap pool adjacent to the gym and kids club below the stilt roots of carefully protected 200 plus year old Banyan tree.




BLD [BREAKFAST, LUNCH, DINNER]

Department Hierarchy



FOOD & BEVERAGE DIRECTOR


 Mr. Shrinivas Reddy

ASSISTANT FOOD & BEVERAGE DIRECTOR

 Mr. Amit Kesari

RESTAURANT MANAGER

 Mr. Nanna Singh

 Mr. Glenn

ASSISTANT RESTAURANT MANAGER

 Mr. Anthony Trindade

 Mr. Conrad Pereira


 Mr. Nitin Parab

 Mr. Suresh Pujari

SUPERVISOR

 Mr. Saiyesh Naik

STEWARD

 Mr. Shrutesh Gupta

 Mr. Mahadev Mhapsekar

 Mr. Krishnakant Usapkar

 Mr. Omkar Naik

 Mr. Nihkil Pilgaokar

 Mr. Chetan

- ✚ Mr. Jhonsan Pareira
- ✚ Mr. Austin Girkar
- ✚ Mr. Christine Fernandez
- ✚ Mr. Ganesh Parwaskar
- ✚ Mr. Ghanshyam Duri
- ✚ Mr. Sarvesh Chari
- ✚ Mr. Vivek
- ✚ Mr. Dinesh

BLD restaurant follows a buffet system as well as Ala Carte system for breakfast, lunch, Sunday brunch, HI Tea and dinner.

Meal plans offered are American Plan, Modified American Plan, Continental Plan and European Plan

There are also 5 live counters for breakfast and live pizza counter for lunch and dinner.

HI Tea happens in Banayan Bar or sometimes in section D at BLD.


During Brunch, there is kids area where there are toys and chocolate Popsicle, chocolate marshmallow.

BLD restaurant follows self-service, assisted service, silver service and pre-plated.

BLD restaurant is 300 cover restaurant and it is divided into 4 sections A (Alfresco), B, C, D and E (Cascade)

- ✚ Section A (Alfresco) consists of 84 covers
- ✚ Section B consists of 52 covers
- ✚ Section C consists of 68 covers

 Section D consists of 36 covers

 Section E (Cascade) consists of 60 covers

LIVE COUNTERS

There are 5 live counters in total. Live counters are mostly for breakfast and 1 lie pizza counter for lunch and dinner.

Dosa Counter 1 (goan kitchen)

Dosa Counter 2 (Chinese kitchen)

Paratha Counter (goan kitchen)

Waffle Counter (asian kitchen)

Eggs Counter (asian kitchen)

Pizza Counter (asian kitchen)

CUISINES SERVED:

Goan cuisine consists of regional foods popular in Goa, Rice, seafood, coconut, vegetables, meat, bread, pork and local spices are some of the main ingredients in Goan cuisine. Use of *kokum* and vinegar is another distinct feature. Goan food is considered incomplete without fish.

Chinese cuisine is an important part of Chinese culture and includes cuisines originating from China. Because of the Chinese Diaspora and historical power of the country, Chinese cuisine has influenced many other cuisines in Asia and beyond, with modifications made to cater to local palates. Chinese food staples such as rice, soy sauce, noodles, tea, chili oil, and tofu, and utensils such as chopsticks and the wok, can now be found worldwide.

Italian cuisine is famous around the world for its richness and diversity.

Typically prepared with fresh ingredients from recipes spanning generations, Italian food is an integral part of Italian heritage and one of the country's main cultural exports. Restaurants serve Italian food in just about every international city, and Italian cookbooks can be found in almost any bookstore. Although many people associate Italian food with a few standard dishes like pizza and spaghetti Bolognese, there is actually tremendous diversity among the various regional cuisines of Italy.

Continental Cuisines are often named after the geographic areas or regions from which they originate. Regional food preparation traditions, customs and ingredients often combine to create dishes unique to a particular region. Cuisine can be stated as the foods and methods of food preparation traditional to a region or population. The major factors shaping a cuisine are climate, which in large measure determines the native raw materials that are available. Continental cuisine on the whole can be referred as International cuisine; the term is used by East Asians to contrast with Asian styles of cooking.

Asian cuisine: Ingredients like rice, ginger, garlic, tofu, chilies, dried onions; soy and sesame seeds are used in almost all Asian foods, cooking practices like steaming and stir frying are common in every Asian restaurant. Chinese, Mongolian and Taiwanese cuisines are collectively known as East Asian Cuisine.

Indian cuisine is known for its large assortment of dishes. The cooking style varies from region to region and is largely divided into South Indian & North Indian cuisine. India is quite famous for its diverse multi cuisine available in a large number of restaurants and hotel resorts, which is reminiscent of unity in

diversity. The staple food in India includes wheat, rice and pulses with chana (Bengal Gram) being the most important one.

Bakery: products, which include bread, rolls, cookies, pies, pastries, and muffins, are usually prepared from flour or meal derived from some form of grain.

BLD TIMINGS:

Breakfast: 7:00am – 10:30am

Lunch: 12:30pm – 3:30pm

Sunday brunch: 12:30pm – 3:30pm

HI Tea: 4:30pm – 6:00pm

Dinner: 7:30pm – 11:00pm

Taj Club Lounge: 7:00am – 11:00pm

BUFFET PRICING

Breakfast: 1400 + 18% tax

Lunch: 1800 + 18% tax

Sunday brunch:

HI Tea: 650 + 18% tax

Dinner: 1800 + 18% tax

BLD SECTION A



SECTION B



SECTION C



SECTION D



LIVE COUNTERS

DOSA COUNTER



WAFFLE COUNTER



PARATHA COUNTER



EGG COUNTER/PIZZA COUNTER



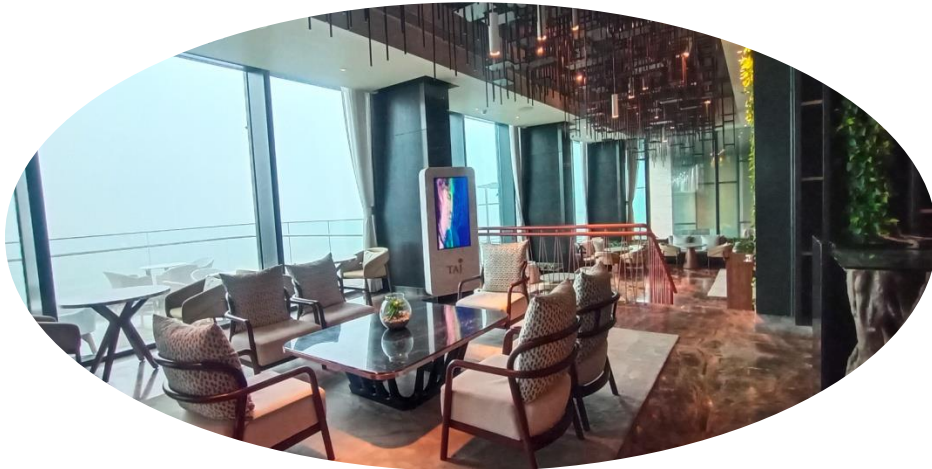
THE BANYAN



UPPER DECK ALFRESCO (6 TABLES, 12 COVERS)



UPPER DECK (4 TABLES, 12 COVERS)



LOWER DECK ALFRESCO (2 SOFAS SITTING WITH 8 COVERS)



LOWER DECK (5 TABLES, 20 COVERS)

6 BAR STOOLS



BUFFET AND SUNDAY BRUNCH





HI-TEA



LEARNING'S

My biggest personal learning was to be calm and patient. Meeting large group of people with different personalities have taught me how to deal with people. Making my guests happy and giving them best service was my priority. No matter how the guest spoke to me, I learnt to deal with a smile on my face. I realized what we are thought about

Hotel is completely different from the reality. Every hotel functions in its own way.

I learnt the hostess work that is welcoming and greeting the guest, requesting for their room numbers and escorting the guests to their tables. If there are any N/R guests then we have to request for their name and contact numbers. Writing buffets boards is also part of hostess work. Once breakfast/lunch/dinner was over, I had to count adults, children, N/R guests and which meal plan was taken and total up everything and send it on our BLD interns group. If there are any reservations then enter it on reservation and put promise tag on the table.



I learnt to serve Indians breads like rotis, naan, butter naan, tandoor roti etc and to give order in tandoor kitchen for Indian breads. Then I learnt how to drop soiled napkins and pick the fresh napkins from laundry. Folding napkins was a big challenge as I folded minimum 1600 napkins per day. Learnt to do clearance from side station as well as from the table, to refilling cutlery box and cruet set, buffet running and wiping plates and glasses. Refilling sugar cadies. Doing table setup.





I was sent to IRD (In Room Dining) for one day so there I learnt how to do room service and giving orders in kitchen which has to be sent to the room. To do clearance from the room. Setting buffet for HI Tea at Banyan and then clearing the buffet after HI Tea.

EXPERIENCE

My experience was really good and it was eyes opening too. It was really messed up on first day as we were directly told to serve wedding guests around 700- 800 pax and working in heels was really a challenge. Our legs were hurting really bad. At the same time it was fun watching wedding guest's outfits and all the decoration and of course bride and groom doing their romantic photo shoot. Seeing the interior of the restaurant and the hotel was really amazing.

First week I was for afternoon shift. Our shift was 12 hours so it was 1:00pm to 1:00am. It wasn't a problem for me to go home late as I had my own transport and I stay just 10 minutes away from hotel. For afternoon shift I did serving, back area, clearance till the lunch buffet was out. After that I dropped the linen, folding the napkins into book fold. Then till dinner was over I was hostess. At first I felt dizzy standing in one place and it was too cold at hostess desk and I felt dizzy because of elevator. Then by 10:30pm I took the closing buffet frame and moved around all the sections ringing a bell so that our guests knows what we are closing the buffet. Then once buffet was closed I collected all the buffet boards and wiped them and dropped the soiled napkins. I left by 12:30am. Afternoon shift was good as there was not much work and it started at 1:00pm so no waking up early.

From second week till 15th July 2022, I was for morning shift and I did not like it at first as I'm not morning person. Morning shift timing was 7:00am- 7:00pm. So I had to reach the hotel by 6:30am. But morning shift is the best shift and it was really fun working as there are lots of staff present and lot of work. I made a lot of friends from morning shift and they treated me as one of them. During morning shift I was on live counter taking orders for parathas or waffles or dosa or eggs. Once the orders were ready, I served it on the guests table. When

there were too many orders it was stressful but my sir always helped me out and I even took 3 plates together like how I was thought in college. I even got Rs100/- tips twice for service. Doing it practically was little difficult as this time it wasn't empty plates. If parathas were over I went to kitchen to get backups. Once buffet was closed we had whatever we wanted in back area. Our General Manager, Mr. Vincent Ramos always came for breakfast and sat in section D. Then I dropped soiled napkins and collected fresh napkins. I had to write soiled napkins, fresh napkins and balance left on BLD Linen Book and once I'm done I had to click a picture and send it on our BLD interns group. Then fold the napkins and keep them on side station. Then stand at hostess desk if our hostess was not there. As days went by, I started to learn a lot of things like holding salver full of glasses with one hand, taking and giving orders in kitchen and pick up once it's ready and serve it on guests table. Then helping our seniors to set buffets and clearing it later.

When I was hostess in morning, there is a musician who plays saxophone during breakfast and I used to request my favorite song and he used to play it. Before I thought hostess job was easy because at night there are not much guest so it was easy for me but in morning when there are FIT's and group arrivals it was very difficult to keep track especially of VIP guests. Sometimes I even lost VIP guests. Remembering room number and guest's faces was tough for me, it was mentally exhausting. I personally prefer doing service then being a hostess. After our shift was over, we all played carom, table tennis, board games in recreation room.

I learnt more in morning shift then afternoon shift. My overall experience was fantastic and staff of the hotel was so welcoming not only in restaurant but also in bar, café, front office, laundry and kitchen. They were very helpful, loving, kind and welcoming towards me.



RECREATION ROOM



On 15th July 2022 was our last day and it was very emotional and overwhelming for me. Our assistant restaurant manager, Mr. Anthony Trindade planned a surprise of BLD interns. All our morning staff was gathered during briefing and they spoke about us and by the end of the shift all morning and afternoon staff surprised us with cake cutting and we were given C 15 table and treated as guests. They served us pizzas, sandwiches and mocktail. According to our steward staff, this was never done for any interns, this made me cry. I made a lot of memories and I will remember my first internship throughout my life.



ACKNOWLEDGEMENT

I would like to thank Mr. Vincent Ramos, Senior Vice President of IHCL and General Manager of Taj Resort and Convention Centre for giving me the opportunity to do my training in their hotel.

I am extremely grateful and would like to thank Mr. Shrinivas Reddy, Food and Beverage Director; Mr. Valentine, Learning and Development Manager for allowing me to learn how the hotel industry functions.

I am extremely grateful and would like to thank all the managers and food and beverage team and food production team, Housekeeping team and Front Office team and also Security team of Taj Resort and Convention Centre for guiding and teaching me and correcting wherever I made a mistake, for supporting me to grow.

I would like to thank our Professors Mr.KGS Narayanan, Mr. Kevin D'souza, Ms. Sujal, Mrs. Poonam Janardan, Dr. Paresh Lingadkar, and Mrs. Albino Thompson for their guidance and co-operation.