



REPORT ON INTERNSHIP AT TAJ RESORT & CONVENTION CENTRE

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Acknowledgement

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I am also thankful to the entire staff of Taj Resort & Convention Centre for their teachings, sharing of knowledge and guidance during my entire tenure of internship. It was a pleasure to have worked and understood major details of one of the biggest hotel brands so closely.

I would also like to take the opportunity to thank my fellow classmates and associates for helping me constantly not only in class but also at our internship workplace. A part of whatever I have learnt during my internship is because of the shared knowledge and skills between all of us.

In the end, I would like to say a big thank you to the entire staff of the IMBA department for being so kind and understanding and also working effortlessly round the clock.

Abstract

Food production, Food & Beverage Service, Front Office, Housekeeping, Engineering and Maintenance, Accounts & Credits, Security, Human Resources (HR), Sales & Marketing, Purchase and Information Technology (IT) are the most important departments of a Hotel. Each department has its own role to play and is equally important. For any hotel to function smoothly the presence of all these departments is essential. I got the opportunity to do my training in the Food Production Department.

The Concept & Importance of Industrial Training

After being stuck at home for two entire years because of the Covid-19 Pandemic, we as students of the 3rd Year got the opportunity to experience our first Internship.

As students pursuing a degree in Hospitality, it is essential that what we learn through theory, we need to be able to practically use that too. Doing an internship in a hospitality based organization helps us to understand this theory practically along with a lot of exposure of the big world. Industrial training in this sector as well as other sectors is of utmost importance. Getting an experience of interning at big and renowned organizations makes you ready for bigger obstacles of the future.

The beginning of your industrial training is a never a cake walk, if you haven't experienced it before. The initial days can feel very overwhelming and tiring, but as you get to know the place, its people and work culture, things start to get easier every day. Also, having friends or known people in your organization for the starter can make you feel even more eased out, because you instantly develop a comfort zone in your work space. Not to say, this cannot be possible always, but when you have the opportunity it's good to grab it.

As a fresher, for me the initial few days felt a little too overwhelming, but as time passed by I was going with the flow of my work space and tried to adjust and adapt to the requirements of my duty. Being in the food production department can never be easy in any circumstance, but I wanted to give it a shot, since I had developed a mere liking for this subject during my college practical classes.

I cannot deny saying that despite all the ups and downs, I managed to learn and understand quite a bit of things and people as well and it was an experience I can carry with me for the rest of my life.

Introduction

In a timeline that extends over 118 years, IHCL has successfully built for itself an unrivalled reputation and an irrefutable leadership. The Indian Hotels Company Limited (IHCL) is an Indian hospitality company that manages a portfolio of hotels, resorts, jungle safaris, palaces, spas and in-flight catering services. The company is a subsidiary of India's Tata Group.

IHCL was founded in 1868 by Jamsetji Tata. It is headquartered at Express Towers, Nariman Point, Mumbai, Maharashtra. It has a legacy of 115 years, 200+ hotels, 28,000+ rooms, 400+ restaurants, 80+ spas, with over 28,000+ employees spreading over 4 continents, 12 countries and 100+ locations. They have 67 hotels awarded.

Jamsetji Tata, an industrialist who founded the Tata group, incorporated IHCL in 1899 and opened its first ever hotel- The Taj Mahal Palace in Mumbai, Maharashtra on 16th December 1903. Jamsetji Tata was one visionary of person, who from the very start looked at the bigger picture of his life. On the constant move to make a remarkable change, he paved his way through the various obstacles and made a grand and successful brand from his name.

The Story of Jamsetji Tata & TAJ

Jamsetji Nusserwanji Tata was born on 3 March 1839 in Navsari, Gujarat. He hailed from a Zoroastrian or Parsi family of priests and went on to become the first member of the family to start a business.

In 1877, Tata established a cotton mill in Nagpur and named it as Empress Mill, since Queen Victoria was proclaimed as the Empress of India on 1 January 1877. This cotton mill went onto become a very successful business, despite facing the backlash from people regarding his choice of place to setup this mill.



Jamsetji Tata had four main goals in life and during his entire lifetime all he wanted to do was make these four goals a reality.

- Goals:
- Hydroelectricity plant
- University of Science/ World class institution
- Iron & Steel Company
- Unique hotel

Through his entire lifetime, he was able to make a one of a kind hotel a reality.

The Taj Mahal Palace; the most unique hotel to have ever existed in India back in the days. It was inaugurated on the 16th of December 1903. It was the first ever hotel to have electricity 24*7 in India. It is considered as the flagship property of the Taj Group and employs 1,600 staff with 560 rooms and 44 suites. Jamsetji Tata spent around £3,00,000 to build this hotel. The hotel has a long and distinguished history, having received many notable guests, from presidents to captains of industry and show business stars. The original clientele were mainly the Europeans, the Maharajas and the social elites.

Some of the firsts of The Taj Mahal Palace Hotel:

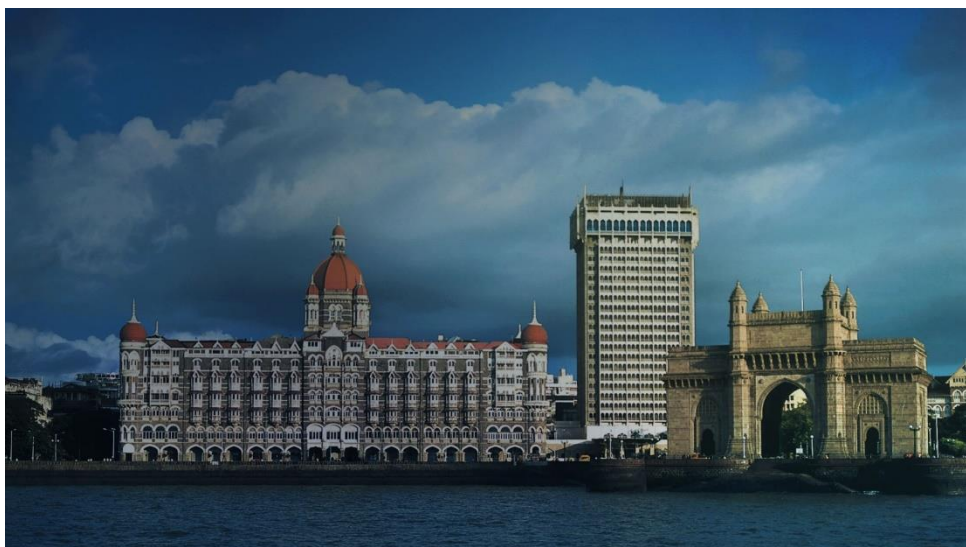
- First to have American fans
- German elevators
- Turkish baths
- English butlers
- It had the city's 1st licensed bar
- First 24 hour restaurant
- India's first discotheque
- The hotel also had the first aerated bottling plant in order to make aerated beverages of its own for the guests.

It is a six-storey building with a central Moorish dome and has magnificent architecture of the Indo-Saracenic style. It is also carved with Victorian Gothic and Romanesque details. The ballroom of The Taj was held by 10 pillars made from spun iron, Jamsetji's trip to Paris introduced him to the spun iron pillars first. Louis Gapp was the first manager of the hotel. The minimum room rate of the hotel initially was ₹6. When the Maharaja of Patiala visited Taj, he was so impressed by it that he gave out the first ever tip of ₹100.

Not many are aware that during the First World War (1914-1918), the hotel was converted into a hospital with 600 beds.

The Taj Mahal Palace was later put into expansion when the group franchised the hotel with Pan-America's Inter-continental Hotel division. In 1972 a new wing was opened and it was named The Taj Mahal Intercontinental. Today it is known as The Taj Mahal Palace & Tower.

The terror attacks of 26/11 carved a new history for the hotel as it received a lot of international exposure. The damage caused to the hotel didn't stop them from continuing to serve their guests. The less damaged parts of the hotel continued to be operational, whereas the heritage section of the hotel incurred extensive damages and had to undergo severe rebuilding work.



About IHCL

As we already know, IHCL is a subsidiary of the Tata group and manages a vast portfolio. Now, let us get to know IHCL a little more closely.

From the 1970's till date IHCL has expanded its operations by launching and opening many properties across the country as well as globally. IHCL states that at its core it has a sense of service with a touch of warmth. They also state and it is very evident that due to their strong foundation in the hospitality industry they have managed to pose themselves as India's largest hospitality-focused company. As per the current report from May 2022, IHCL has a portfolio of 236 hotels including 60 under development globally across 4 continents, 11 countries and in over 100 locations.

IHCL has branched itself into many categories which are of different price ranges. Its various brand categories are:



HCL's emerging initiatives in urban leisure, service retail, and concept travel are a part of its evolution, one that is continuously recrafted for future generations. IHCL through all its vivid brands – Taj, SeleQtions, Vivanta, The Gateway, Ginger, Expressions, and TajSATS – believes in adding passion to the process. And thus, crafting delight with people at its heart.

Awards

- Gallup Great Workplace Award 7th Consecutive year
- 67 Hotels Awarded with Gold Certification by Earthcheck
- Best Hospitality Governance Award 2018 by CFI.CO

IHCL believes in creating partnerships that last a long time, they also believe in catering to their clientele in a way which makes their bond with client extremely strong and gives them a homely and warm feeling. They believe that true partnerships can be built only over trust and hence, they have built their company values around the same ideology.

Vision of IHCL

*Lead positive change with the **Trust** of all Stakeholders,
Awareness around the needs of our ecosystem and
Joy at heart.*

Trust, Awareness and Joy are the keys that make **TAJ**.

Tajness is the soul of our culture.

Tajness is divided into 6 pillars, namely:

- Shareholders
- Colleagues
- Owners
- Partners
- Community
- Guests

“It is an implicit trust in people to forge invaluable relationships by creating an emotional connects with our various stakeholders. It subtly guides all our behaviours”.

PILLARS ON WHICH TAJNESS IS BUILT

ITCL

A **TATA** Enterprise

Tajness is the soul of our culture.

It is an implicit trust in people to forge invaluable relationships by creating an emotional connect with our various stakeholders. It subtly guides all our behaviours.

Tajness is the way we do what we do.



Tajness is built on three broad pillars:

01

TRUST

- Fairness with all stakeholders
- Openness and transparency in what we do
- Free flow of information
- Alignment of all stakeholders
- Build and strengthen long-term relationships

02

AWARENESS

- Enhance awareness around our plans, strategies, tactics, processes
- Work together to create greater enterprise value
- Participative in our decision making
- Imbibe a sense of belonging across all stakeholders

03

JOY

- Derive joy and happiness from what we do and how we do it
- Serve all stakeholders with joy and utmost dedication
- Create and maintain an environment where there is joy and happiness, where people are respected and diversity is celebrated
- Share our success with all stakeholders

TAJ

SELE^QTIONS

VIVANTA

GINGER

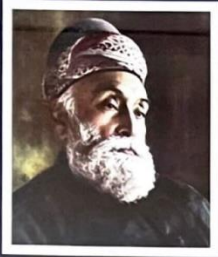
EXPRESSIONS

TAJSATS

TATA VALUES & IHCL VALUES

IHCL

A TATA Enterprise



"In a free enterprise, the community is not just another stakeholder in business but is in fact the very purpose of its existence."

- Jamshetji Tata (1839-1904)

TATA VALUES

INTEGRITY

Conducting business fairly, with honesty & transparency

UNITY

Working cohesively with our colleagues, guests & partners, building strong relationships

EXCELLENCE

Constantly striving to achieve the highest standards in our day-to-day work

RESPONSIBILITY

Responsible and sensitive to the countries, communities & environments in which we work

PIONEERING

Being bold and agile, courageously taking on challenges, using deep customer insight to develop innovative solutions.

IHCL VALUES

TRUST

AWARENESS

JOY

TAJ

SELECTIONS

VIVANTA

GINGER

EXPRESSIONS

TAJSATS

About Fomento Group

Fomento Resorts and Hotels Limited (FRHL) were established in the year 1971 and they are engaged in the hotel business in India. At present they own a 5 star deluxe resort **Cidade de Goa** consisting of 207 keys at Vainguinim Beach, Goa that showcases the unique Goan Portuguese architecture and ambience. The Company is also constructing a boutique 5 star resort at Aarvli, in Sindhudurg, Maharashtra.

About Cidade de Goa

Cidade de Goa was designed by renowned architect Charles Correa in the year 1982. It is built and situated on the coast of Vainguinim Beach in Goa, and is one of the prime properties of the IHCL SeleQtions brand.

The beach resort in Goa is a blend of luxury, warmth, and the laidback elegance of susegad. It embodies the heart of Goa, both in terms of location and vibe. One is welcomed by stunning views of the sea, manicured greens, and vibrant medleys of oranges, yellows, and blues. Correa's telling murals, chequered floors, balcaos, and tiled roofs take one through a historical Portuguese-Goan journey. Every corner has a story, every nook – places to sit, and every evening is accentuated by live music.

Rooms or quartos are thoughtfully designed, keeping heritage, space, and grace in mind. Every suite is one with a view, opening out into the blues and sounds of the sea, every window a suitable spot for introspection.

The quaint & secluded Vainguinim beach makes Cidade de Goa an excellent destination for discerning families. A range of water sports, games, and children's facilities ensures everyone is occupied.



Cidade de Goa

Currently Cidade de Goa is under renovation until 30th November 2022 and is not open to public for stay.

In 2019, Cidade de Goa was taken over by the IHCL group under its brand SeleQtions and the group got into a contract with the Fomento group to build and open doors to another big property nearing to this existing one. Mrs Anju Timblo of the Timblo family of Goa is the Managing Director of the Fomento group. The Fomento group is also widely present in Goa with its mining business, media business and the hotel business.



Taj Resort & Convention Centre (TRCC)

Taj Resort & Convention Centre or TRCC is a resort and convention based 5 star hotel built adjacent to Cidade de Goa. Both the hotels are located at the same site, i.e. the Vainguinim beach situated at Dona Paula, Goa. Both are prime properties of the IHCL group.

This resort was launched and started operations in the year 2020 before the nation was hit by the Covid-19 Pandemic. The Taj branded hotel has a contemporary design with floor to ceiling glass windows offering superb sea views. The hotel boasts of extensive conferencing facilities with the largest convention hall in Goa, measuring approximately 1200 square meters. It also has several dining options including an all-day diner, speciality restaurants and bars.

In all the three years I spent studying in the Goa University, when we were asked to pick a hotel to intern at, I always chose TRCC. And to my good luck all the three years I was selected to intern there too, but due to the pandemic, the first two years went in vain and finally in my 3rd year I was selected again with fellow classmates to intern at this beautiful hotel.

With a forested hillside perch and gorgeous Sea Views, the Taj Resort & Convention Centre, oozes luxury & scale. Neighbouring the Cidade de Goa, it stands tall, bold and generous much like the spirit of Goa.

Enter a cocktail of enviable spaces and modern design. After being greeted on arrival by vertical gardens and an elegant fountain, step into the views, starting with the lobby that sweeps in the Arabian Sea. Look around and you discover a resort of plenty.

On your left lies the BLD, your multi-cuisine restaurant that's open for breakfast, lunch and dinner. It has a formidable neighbour in the form of The Banyan, the resort's "Eat-Bar", which takes its name

from a 200 year old Banyan tree that is a landmark in the resort. The speciality restaurant C2C or Coast 2 Coast as it is known offers coastal cuisine from around the world and sweeping views of the waters. A 25m Lap pool, on the lower ground floor adjacent to the Gym and Kids Club, near the stilted roots of the Banyan tree, keeps the vibe easy and the views spectacular.

The convention centre is the centre piece. Lorded over by a 1200 sq. metres pillar less hall, 6 breakaway spaces, an exclusive entrance and ample recreational options, scale here is inevitable. 282 rooms & 17 themed suites, play perfect accessories, with more than half of them facing the sea. Suites and Club Rooms top up the experience with the 24x7 Club Lounge.

For the best high in Goa however, head up to the rooftop, suitably landscaped with a large infinity pool along the sea-facing edge and boasting a sunken bar. The Vainguinim beach, the Zuari bay and the sea beyond all appear within reach. Soak in the Jiva spa or park yourself at the 40-seater cinema that the resort offers cinephiles.

The hotel has a total of 299 rooms and another room which is called the hospitality suite, thereby making it a total of 300 rooms.

Hotel Facilities & Amenities

- In room bottled water
- Minibar
- Forest Essentials bath amenities
- Plush bathrobes & slippers
- Shoe-shine services available at request
- Iron & ironing board
- Pillow menu
- Infant cribs
- Separate kettle
- Newspaper
- Hair dryer
- Flat-screen smart HD TV
- 24 hour laundry service
- Hard boards on request
- Rollaway/ Extra beds available on per night charges basis
- Left luggage facility

Hotel Policies

- Check-in from 2:00 PM.
- Check-out till 12:00 PM.
- Early check-in and late check-out on request, Subject to availability.
- We accept American Express, Diner's Club, Master Card, Visa, and JCB International.
- Pets are not allowed.

Orientation at TRCC

Before you join your respective duty at TRCC, they organize an orientation seminar for the interns and employees. The orientation is conducted by the Learning & Development (L&D) Department Manager. In the first two days of my orientation, I got to know and learn about a lot of things related to the Tata Group, the IHCL group and the Fomento group. It also included vast information regarding Jamsetji Tata and about his many dreams and also about his family.

Alongside this, I also got to know about the various policies, rules and regulations, values, attributes and procedures that are followed by the Taj hotels when it comes to their employees and staff members. In my further parts of the report I will mention the various things that I could note down during our orientation seminar.

Safe, Honourable & Sustainable Tourism

- 7 Pillars of Tourism
- Swagat (Welcome)
- Soochna (Information)
- Suvidha (Facilities)
- Suraksha (Safety)
- Sahyog (Cooperation)
- Samrachnam (Infrastructure)
- Safai (Cleanliness)

- Objectives of this code are:
- Encourage tourism activity.
- Aid prevention of prostitution and sex tourism.
- To enhance prevention of activities.

Prevention of Sexual Harassment (POSH)

POSH is like a committee at all IHCL properties, wherein this committee is created in order to deal with the issues of sexual harassment at work place. Sometimes it so happens that as a woman or as man you come across a certain set people who threaten your privacy or your personal boundaries through the acts of harassment, now in many cases either of the genders may feel a little hesitant and eventually step back from complaining and taking action against such colleagues. But POSH is a committee wherein you can bring up your problems with all comfort with the heads of the committee and you are a 100% bound to get some justice and solution to your problem.

Harassment can happen in 3 ways:

- **Visual**
- **Verbal**
- **Physical**

At work place you can also face something known as **Quid Pro Quo** harassment. In other words it means “something for something”. For example a senior manager seeking sexual favours from a worker in return for a job benefit like a raise, promotion, etc.

In another case, there also exists something known as the **Hostile Work Environment** harassment. It means when one's behaviour within a workplace creates an environment that is difficult or uncomfortable for another person to work in. The POSH committee at Taj is highly efficient in dealing with such situations.

All about Safety at TRCC

During the orientation, we were explained about the various types of safety measures that can be taken at work place in various situations, eg. Fire. We were also taught how to use a fire extinguisher and hose reel in case of fire at the property. We were also explained about the fire assembly points and safety exits in the hotel. As a large scale hotel it is very essential for them to be alert and aware all the time and keep their safety measures and personnel up to date.

Food Safety Management System (FSMS)

- Food safety policy at TRCC
- Red zone: Production area
- Blue zone: Cold storage
- Yellow zone: Transit areas
- ISO: International Organization for Standardization
- HACCP: Hazard Analysis Critical Control Point
- ISO 22000: sets out the requirements for a food safety management system and can be certified to it.

- Principles of FSMS:
- Conduct hazard analysis and identify preventive measures.
- Identify critical control points (CCP's) in the process.
- Establish critical limits.
- Monitor each critical limit.
- Establish corrective actions.
- Establish verification procedure.
- Establish documentation and record procedure.

- Time
- Temperature
- Process
- These are the 3 critical control points of food.

- Modes of Contamination:

- Microbial
- Physical (glass, stone, metal, etc.)
- Chemical

- Sources of food poisoning bacteria:

- Raw food
- Humans
- Insects
- Birds & Animals
- Dust & Dirt
- Refuse & Garbage
- Waste food

- How to destroy bacteria:

- Heat
- Irradiation
- Chemicals

- Common symptoms of food poisoning:

- Vomiting
- Diarrhoea
- Fever
- Nausea
- Headache

Grooming Standards

In the hospitality industry, it is essential to know that the grooming standards are given a lot of regard and they are of utmost importance. Moreover being well groomed creates a very good first impression about the person when dealing and communicating with guests or other staff members.

At Taj Resort & Convention Centre, grooming is the first step towards building a good image about you as an employee. The grooming standards for various departments are different. No single department has same standards to follow, and this is because every department is different from one another and has different requirements to meet when it comes to the guests.

Since I worked in the Food Production department, the grooming standards I had to follow were completely different from that of the F&B department for an instance.

While working in the Food Production department I was required to follow the below mentioned grooming standards:

- Hair to be tied neatly and put up in a bun.
- The bun should be covered with an appropriate black hair net.
- Nails have to be well trimmed and clean.
- Any type of nail enamel is not allowed.
- Earrings or any sort are not allowed, unless they are absolutely small in size.
- Jewellery of any sort like rings, bracelets, bangles are not allowed.
- In case of a gold chain in the neck, it needs to be well covered under the uniform and shouldn't be visible.

- In order to work smoothly in the kitchen and to avoid any type of fall or slipping, you are required to wear safety shoes.
- Required to wear the assigned uniform, i.e. the chef coat, apron, black trousers and the chef cap along with a mask for individual safety purpose.
- Any type of makeup on the face is not allowed in this department.
- In case of any wounds or cuts, appropriate and clean bandaging is mandatory to avoid cross contamination with the handling of food items and ingredients.
- Since the chef caps that were being used in the kitchen were made of paper, we were required to use a new chef cap every day.
- Every time we enter the kitchen, it is essential to wash our hands thoroughly before touching any food item.
- It is also important that you come clean to work, i.e. having regular showers and having no body odour.
- Ready to eat food items need to be touched only by wearing disposable gloves.
- Disposable gloves need to be changed every one hour.
- In case you sweat a lot make sure to keep a handkerchief handy and wipe your face by stepping away from food items.



Food Production Department & My Internship

By now we are well aware that the Food Production department is the most important department in a hotel. It is so because, the first thing a guest comes to a hotel for is to stay and relax and the second is for the food. The food that is prepared in a well-established 5 star hotel really needs to be just more than tasty or yummy.

The main reason why I chose to intern in this department was to challenge myself to do something I am not so good at on a regular day. And it is right for me to say that I challenging myself and taking up work in this department taught me a lot of things, both good and bad.

I along with the rest of my colleagues was required to do a shift that lasts a minimum of 9 hours per day. This would be the case on a regular day when the house count was manageable and no events were taking place. But in case of any events or functions it is possible that you will be kept for work for at least 12 hours. Throughout my whole time at work, mostly I would a 9-10 hours shift. My shift would start at 8 am and end at 5 or 6pm.

When I joined my current course, I came in with a mind-set that working in the kitchen is the most difficult thing to do let alone cooking. But as the course eventually proceeded my thought process about the same started to change. In the last three years at college I have attended every single food production practical and observed and understood how things go about in a kitchen and its environment. And after my 3rd year I thought I should definitely try this department for my first ever internship.

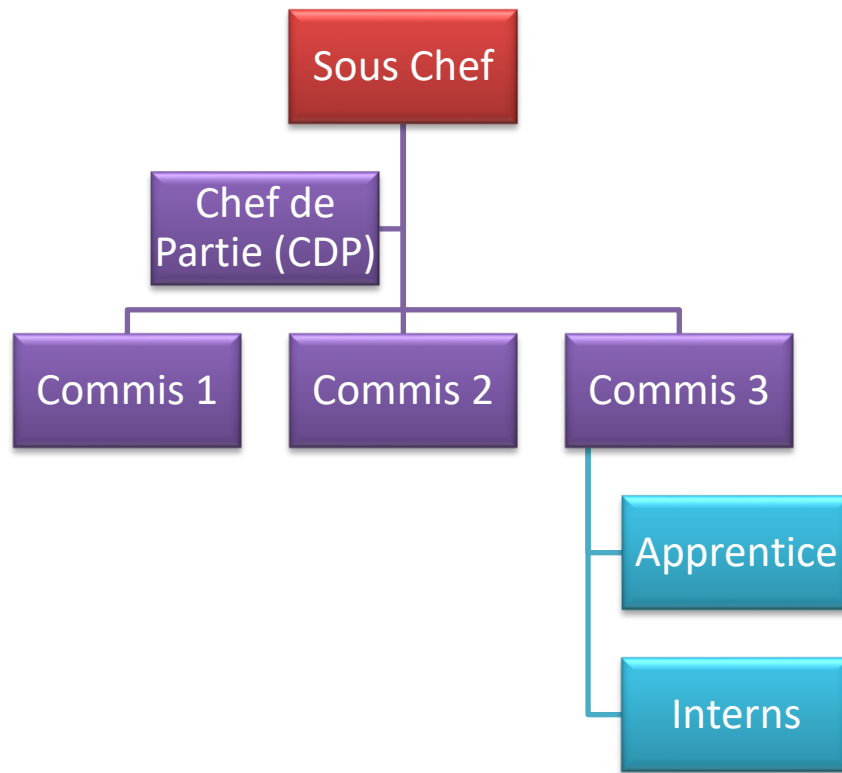
Now, college is a place where you attend practical classes with your friends and classmates and your professors or professional chefs, and

it is not that heated of a situation like the one I witnessed in a full-fledged hotel. For the practical classes you move along very calmly and in a relaxed way without much pressure, because at every step your chef tells you how a recipe needs to move forward. But the same is not true by 2% in a five star hotel kitchen. In the real world of cooking, the situation is at its extreme every single day and if you cannot learn to be mentally and physically strong, I definitely suggest do not do it.

On my first day of joining kitchen, the sous chef in charge of the interns asked me which specific section I would like to work in and I chose to work in the **Asian Cuisine section** as my first. I have always been intrigued in this cuisine; from wanting to know how to seal dumplings in extricate patterns to knowing how sushi is actually prepared. I had my chance and all I had to do was observe, learn and execute.

So I did my training in the Asian for a period of two weeks. In those two weeks I observed that Asian kitchen is mainly about the mise en place, which means that they require a lot of pre-hand prep work to be done, i.e. chopping and cutting of different vegetables for different dishes, blanching of vegetables, preparing sauces, marination and half frying of items like chicken and fish, boiling noodles and rice, etc. Since from the beginning I did not have very good chopping skills, it took me a while to get used to the chopping procedures and to grasp a little speed for the same, and eventually I can say I learnt to chop and cut vegetables in the required manner.

The Asian cuisine is extremely vast, and for the same reason the chef who works there needs to be well versed with everything he/she is doing. You need to be extremely knowledgeable as well skilled to be a professional worker of this cuisine.



- Hierarchy that was present in the Asian Cuisine Kitchen.

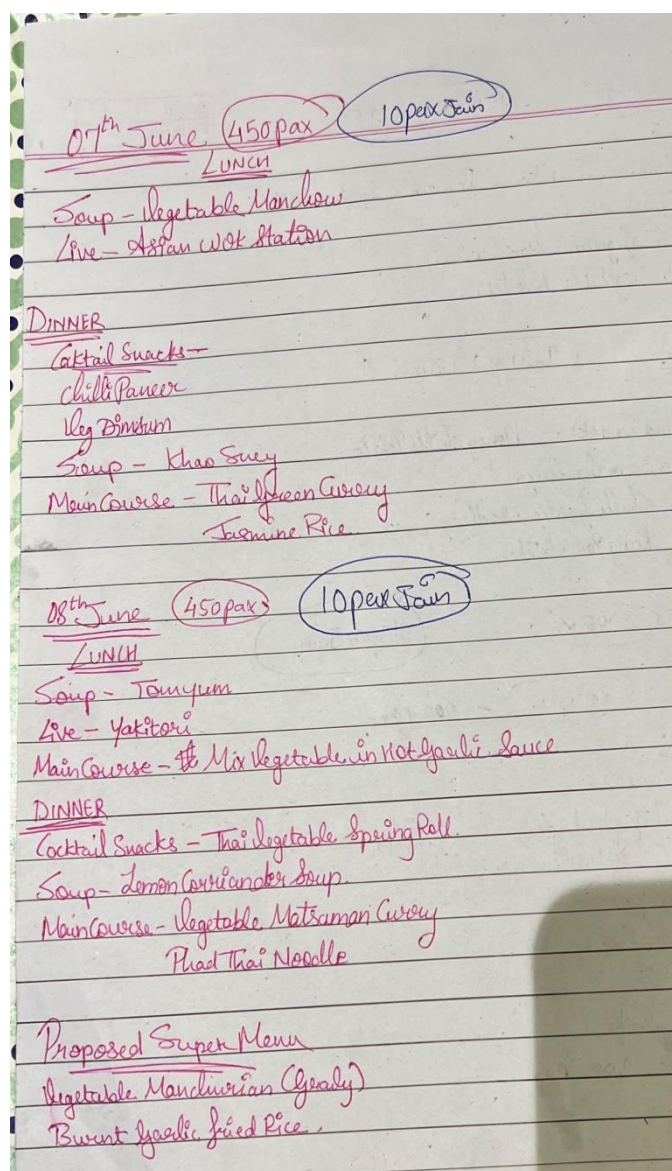
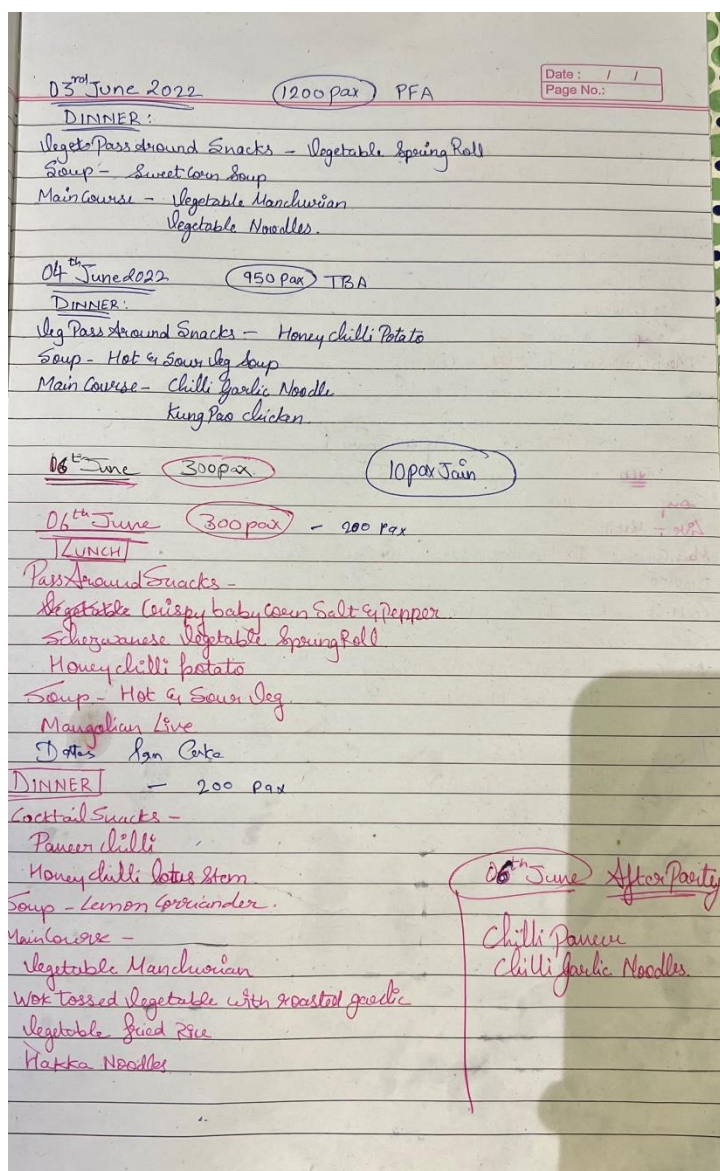
In all the two weeks I spent in the Asian kitchen I have gained knowledge about the following dishes:

- Chicken Chilly
- Hot Garlic Sauce
- Mongolian Fried Rice
- Mongolian Noodles
- Baby corn Salt & Pepper
- Hot & Sour Soup
- Manchow Soup
- Wok Tossed Vegetables
- Tom Kha Gai
- Assorted Sushi Platter
- Momos
- Chilli Garlic Noodles
- Veg Manchurian
- Chicken Satay w/ Peanut Sauce

- Spring Rolls
- Chilli Paste
- Vegetables/Chicken in Hot Garlic Sauce

By the end of my two weeks in this section, I can now very comfortably make at least two of the Chinese soups like Manchow and Hot & Sour, along with other items like Wok tossed vegetables, Hot Garlic Sauce and Chicken Chilly. I can now also use the wok comfortably without assistance.

The pictures below show the planning that would be carried out by my senior chefs in the Asian Kitchen during a big event/function.





MANCHOW SOUP



WOK TOSSED VEGETABLES





After my two weeks in the Asian section, I was shifted to the Pantry. The pantry at TRCC mainly focused on provisions like cereals, assorted jams, salad bar setup, juices, milkshakes, fruit cuts, fruit platters, setting up of amenities, sandwiches, burgers, healthy juices, storage of different types of cheese, cold cuts, storage of flavoured yoghurts and different types of milk, providing different dressings and sauces, setting up of food items like Raita, Curd rice, Lettuce bowls, fruit bowls, Curd jars, Charcuterie board, cheese board, preparing sandwiches for hi tea, etc.

What I learnt at the pantry was:

- **Types of cheese:**

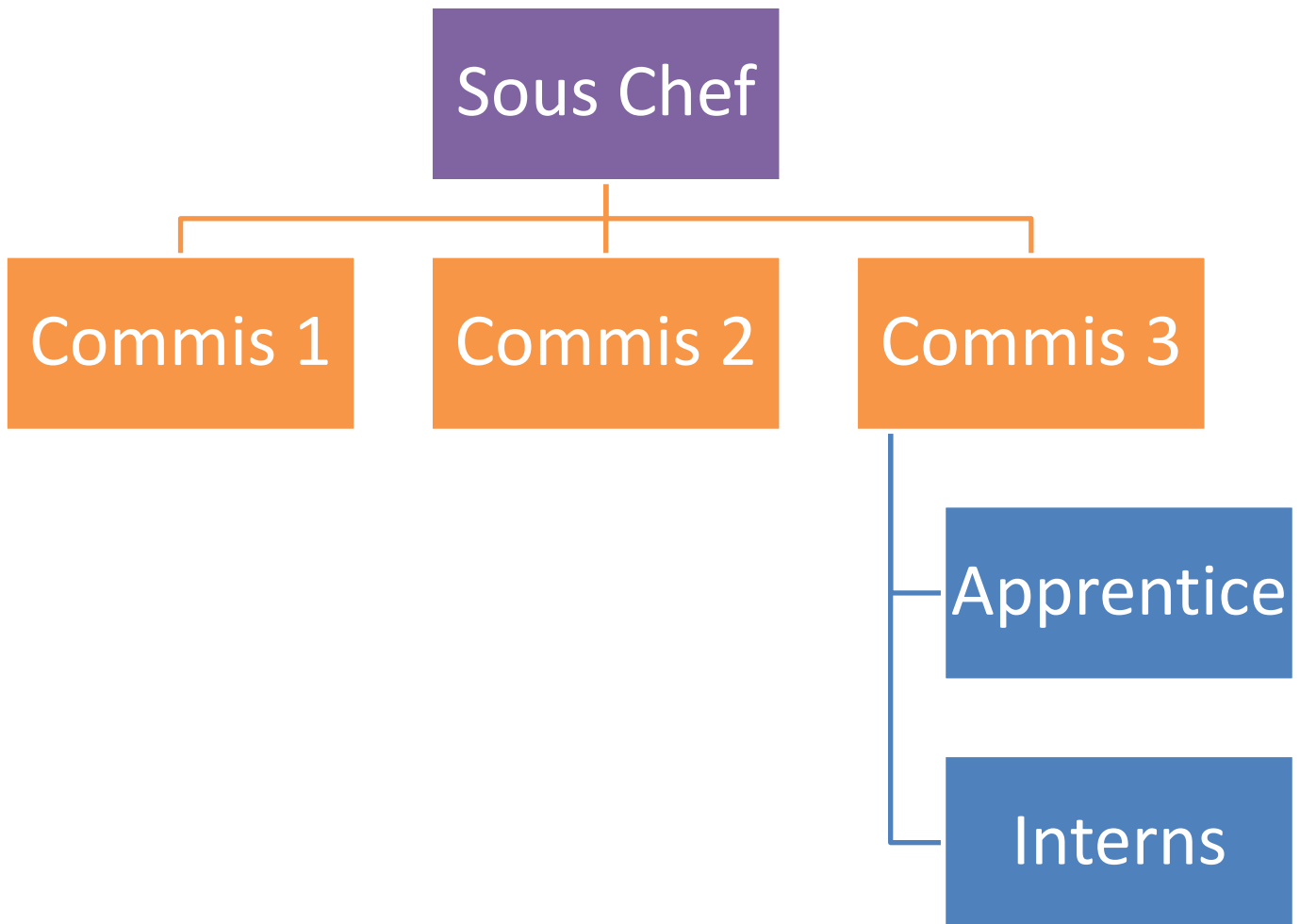
- Yellow Cheddar
- White Cheddar
- Gauda
- Edam
- Emental
- Brie
- Halumi
- Parmesan
- Feta
- Mozzarella
- Bocconcini
- Ricotta
- Goat cheese
- Cheese wheel
- Blue vein cheese

- **Types of Sauces & Dressings:**

- Tomato Salsa
- Marinated Olives
- Ginger date dressing
- Yoghurt tahini
- Charmola

- Goat cheese dressing
- Black olives
- Green olives
- Gherkins
- Caesar dressing
- Pickled mayonnaise
- Feta cheese
- Mint mayonnaise
- Caramelised onion
- Tatar sauce
- Cocktail dressing
- Tamarind chutney
- Pesto sauce
- Goan green chutney
- Balsamic dressing
- Honey mustard dressing
- Hummus
- Baba ghanoush
- Muhammra
- Tabbouleh
- Coleslaw sandwich mixture

- **Types of Lettuce:**
- Lollo Rosso
- Iceberg
- Green leaf
- Romaine
- Rocket



- Hierarchy present in the Pantry section.

CHEESE BOARD



VVIP FRUIT PLATTER



Apart from working in these two sections, whenever I would get some free time I would go to the other sections and try to understand those cuisines and sections of kitchen as well. I got to explore the bakery, Italian section, Garde Manger, Halwai section, Continental section, Butchery, South Indian section, Goan section and Tandoor section.

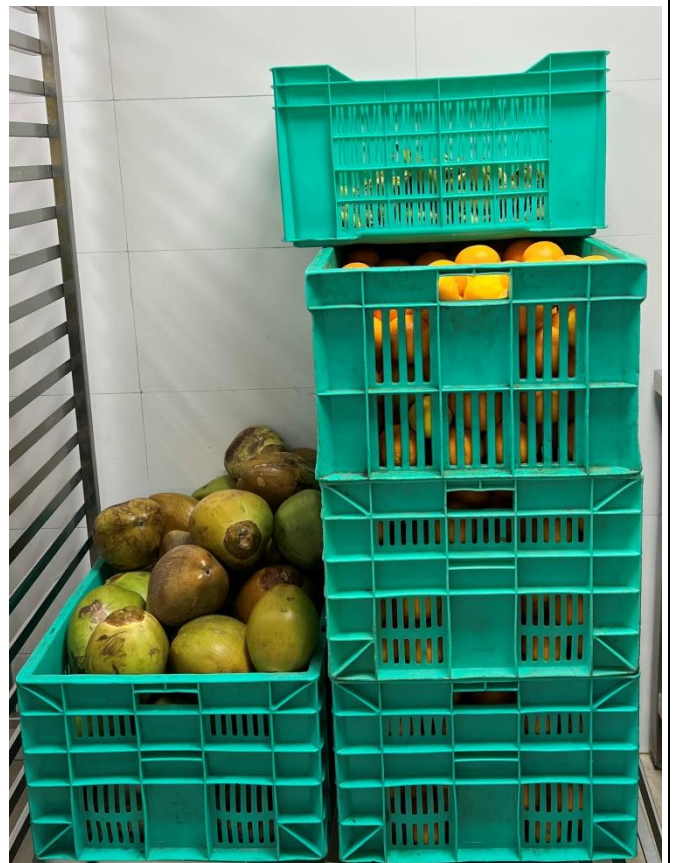
Apart from working in different section, as an intern we had to pose as a helping hand to the management trainees in the kitchen by helping them in something known as **Receiving**.

Receiving is nothing but picking up the day to day bulk items like:

- Milk
- Yoghurt
- Fruits
- English vegetables
- Indian vegetables
- Eggs
- Stores/ ingredients pickup

Once all the items are procured they need to be set in their respective places and that's what we would also do. We would fill the items in crates and take them to their respective places of setup like the fruit room and the walk-in freezers. While setting these items, we carry out a process called **FIFO**, which means **First-In-First-Out**. In this process the items which are a day old are placed first in order of use and the freshly procured items are placed behind the old stock. Whatever has turned stale or has passed its period of freshness is disposed in order to avoid any spoilage in the food.

Fruit room setup



In a hotel, we also have something known as **Buffet Running** which means refilling of the items displayed on the buffet and for this you require **Buffet Runners**. So, during my internship period at TRCC, along with indulging in the Receiving process, the senior chefs would appoint me and a bunch of my other colleagues and friends as buffet runners. Mostly we were made to do buffet running for the breakfast buffet, as it would be the busiest. For this we would start our shift at 8 am in the morning. Apart from this sometimes we would also be made buffet runners for the lunch buffet, and during peak days when there would be conferences, events or functions we had to be on our toes while refilling the buffets. Everything had to be quick, from changing old food pans to new ones to carrying heavy and hot food pans through the crowd to refilling the stations N number of times; I can say I have done it all.













Garde Manger is that section of the hotel that takes care of all the salad preparations. Everyday this section would prepare assorted salads which were very eye catchy and if you looked at it once, you would eat it for sure. I didn't get the chance to learn to make any salad, but I would always go and just take a look at everything they would make.





While working in the kitchen we use different chopping boards for different items.

The different boards used were:

- White chopping boards - bakery and dairy products.
- Yellow chopping boards - cooked meat.
- Brown chopping boards - root vegetables.
- Red chopping boards - raw meat.
- Blue chopping boards - raw fish.
- Green chopping boards - salad, fruit and fresh vegetables.



Menu of the BLD Restaurant at TRCC

ALL DAY MENU

11.00 AM to 11.00 PM

SOUP

- **Roasted mushroom and / 525**
garlic soup
(dairy)
- **Tomato basil soup / 525**
Herb croute
(dairy)
- **Hot and sour chicken soup / 595**
With black jelly fungus, shiitake, tofu and
chinkiang vinegar
(soybeans, eggs, gluten)
- **Vegetarian option available / 525**
(soybeans, gluten)
- **Sweet corn chicken soup / 595**
Creamy corn and chicken soup with egg drop
(eggs)
- **Vegetarian option available / 525**

SALAD

- **Mixed leaves salad / 595**
Cucumber, tomatoes, olives, red onions,
feta and greens, lemon garlic dressing
(dairy)
- **Caesar salad / 695**
Lettuce with shaved reggiano and garlic
croutons, roasted chicken
(dairy, gluten)

APPETIZERS

- **Kebabs selection / 795**
Assortment of tandoori morsels-marinated
fish, chicken and lamb, mint chutney
(mustard, dairy, fish)
- **Chicken satay / 695**
Peanut sauce, pickled vegetables
(peanuts, tree nuts, crustacean)
- **Goi cuon / 595**
Rice paper rolls with lettuce, chiffonade of
vegetables, roasted peanuts and sweet chilli
(peanuts)
- **Vegetarian kebabs selection / 645**
Assortment of tandoori morsels of paneer,
broccoli and potatoes, mint chutney
(mustard, dairy)

BURGER, SANDWICH AND WRAP

- **Vegetable burger / 595**
Crisp fried patty of soya nuggets, potato and spring
vegetable burger, jalapeño and cilantro, tomatoes
and balsamic onions, house salad and fat chips
(mustard, dairy, gluten, sesame, soybeans)
- **Taj burger / 695**
Tenderloin burger patty, cheese, tomato,
cucumber, onions, fried egg, sesame seed
crusted bun, house salad and fat chips
(mustard, dairy, gluten, sesame, eggs)
- **Chicken burger / 695**
Rosemary and garlic scented chicken burger
patty, cheese, tomato, cucumber, onions, fried egg,
sesame seed crusted bun, house salad and fat chips
(mustard, dairy, gluten, sesame, eggs)
- **Club sandwich / 695**
Choice of toasted sandwich-brown | multigrain |
white bread.
Ham, roasted chicken mixed salad,
bacon, fried egg, cheese, tomato, lettuce and
cucumber, house salad and French fries
(mustard, dairy, gluten, lupin, eggs)
- **Vegetarian option available / 595**
(gluten, mustard, dairy)
- **Paneer kathi roll / 595**
Tandoor cooked cottage cheese rolled in flaky
Indian bread, pan grilled, laccha onion and
mint chutney
(dairy, gluten, mustard)

blD

PASTA

- **Penne aglio olio e pepperoncino / 695**
Garlic, chilli flakes and herbs
(gluten, dairy)
- **Fusilli alfredo / 695**
Creamy mushroom sauce, thyme
(gluten, dairy)
- **Spaghetti seafood / 795**
Fish, prawns, calamari and fresh
garden thyme, basil tomato sauce
(gluten, dairy, fish, crustacean)

All prices are in INR and exclusive of applicable Govt

The Convention Hall of TRCC



Townhall 2022 in the Convention Hall at TRCC



Under development C2C (Coast 2 Coast) Restaurant of TRCC



My Experience

Joining TRCC was indeed one great experience. For a first timer I can say that I have done a good job and it makes me happy to take along this experience with me for the rest of my life. From getting to learn new food items to meeting new people I came a long way. Every day that passed was not as easy as I thought it would be, but the motivation to learn something new and the urge to make myself feel proud of me kept me going each day. Working for hours together, getting exhausted, having your body ache in the worst possible manner but still waking up the next morning and choosing to get ready and go to work is something I have thoroughly understood now. I feel that after all of this, I learnt many things about the industry, the world and life the hard way, because nothing ever comes easy they say. Now I can fully agree to that phrase. I am now a 100% willing to say that this one experience will take me a long way in my career ahead. The ups and downs have given me so much to learn from apart from the recipes. The way I have seen the employees work in this place is just commendable. Every woman, every man, comes to work each day here and gives it everything, and the routine doesn't stop. It has been an incredible journey to learn from, and I wouldn't change a thing about it. And now that I have this experience, I know very firmly the career path I wish to choose. Working in the hospitality means the guests are your first priority, and in order to commit to this priority you indeed have to let go of all the other commitments you have. I am not saying people don't maintain a work life balance; it is just that the amount of time one spends at workplace in this industry is way more than what they spend at home or with their near and dear ones. It is very hard to be away from you family on festivals or special occasions, but the people who choose to step into this industry are

indeed brave hearted. All said and done, this experience was definitely full of adventures and thrills, and I am extremely content.

In order to be able to make up your mind regarding a certain career choice, you need to gain some experience in that field. Experience is the only key in today's date that can make you double sure about your decisions.

Every course that you do, make sure to do your industrial training or internship as we call it, from a good, reputed and well established company. A well-established company has more market experience and knowledge and has deeper roots. It can teach you a lot more things than that of a new business or start-up because this company has already surpassed all the obstacles in its way and come a long way in the race.

Last but not the least; I am once again grateful for having this opportunity that has made a huge impact on my mind-set for the good. I would also take this moment to say that despite being an excellent property, Taj Resort & Convention Centre, has a long way to go and they should definitely try and do more things in favour of their staff members and employees so that they can retain a fair amount of staff.



