



INTERNSHIP REPORT ON GOA TOURISM DEVELOPMENT CORPORATION

Compiled By
Tabitha Esther Dias
5th year
Roll No - 1709
Integrated M.B.A.
Goa Business School
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Acknowledgement

I would like to express my sincere gratitude to Dy. General Manager (Marketing, Hotels & Public Relations) ; Mr Deepak Narvekar for giving me an opportunity to intern in such a reputed corporation. I am grateful to all the managers and employees for extending their help and allowing me to learn a lot and guiding me with their experience in the industry.

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Introduction

Goa Tourism Development Corporation Limited (GTDC) was set up on 30th March, 1982 to look after the commercial activities of the Government in the service industry of tourism in the state. The liabilities of the Government in the form of accommodation (hotels), vehicles, tours, boats and other properties were transferred to Goa Tourism Development Corporation Ltd to run and to manage the same with a view to promoting, developing in the state and to carry out business and to manage the welfare of the employees transferred along with the assets of the Government. Goa Tourism Development Corporation. Ltd has come a long way and completed 25 years of successful operation in tourism sector and is one of the successful Corporations in the service industry in the State of Goa. The company is governed by the Board of Directors appointed by the Government. The Board of Directors consists of 12 members. The shareholders consist of 7 members, all of whom are Government nominees. All the shares are held by the Governor of Goa, except 7 shares which are held by its nominees. The Managing Director is the Executive Head of Goa Tourism Development Corporation Ltd.

Quality Policy

We at GTDC are committed:

- To provide our service to our customers to their complete satisfaction.
- To give value for money spent by our guest.
- To optimally utilize available infrastructure and human resources.
- To create & project a customer friendly & professional image.
- To comply with quality management systems.
- To periodically review established quality objectives.

- To continually improve and enhance effectiveness of quality management systems.

Mission Statement

“ At GTDC we strive to provide the finest Tourism related services to our guests. We vow never to sacrifice our professional integrity and to produce the highest quality work possible and pledge to stay true to it. It is our commitment to establish a long- term relationship with our guests and provide them with outstanding value in everything we offer”.

Vision Statement

To be a trusted guide to visitors in Goa for all their travel needs, and be a perfect exponent of Goa's well-known hospitality.

Awards

Goa Tourism bags Best Wedding Destination and Best Nightlife Destination awards at IITM 2017 Bangalore

- Panjim, 24th July: Goa's natural beauty, bountiful facets, excellent transport connectivity, safety and security measures for tourists, continues to make it the most popular haunt for young couples looking for an ideal wedding locale or for some adventure and night life. And this is perhaps why Goa was selected for two prestigious awards at the IITM 2017, Bangalore as the Best Wedding Destination and Best Nightlife Destination.
- In 2015, Goa was ranked the sixth Best Cities in the World for its Nightlife by none other than National Geographic. Goa has also received several awards and recognitions in the past as the Best Wedding Destination. With new infrastructure plans being put in place by Goa Tourism and new activities being added on, we are confident of seeing an increase in footfalls for both wedding tourism and Goa's nightlife. The government is committed on ensuring that the State is safe and secure for its tourists who visit it for all its attraction including its nightlife.”
- Goa has been recognised as 'Best State – Travellers 'Choice 'and 'Best Beaches/Coastal Destination (Palolem- Goa) 'at the India Today Tourism Survey & Awards 2019.

- Best state for travel: While beaches are the mainstay of Goa's tourism landscape, the state has a lot to offer in terms of culture, adventure, wellness and more. Goa has the finest, most well-maintained beaches in India. And what makes it so special is that each beach has a distinct personality. The north and south are as different as chalk and cheese in terms of topography, food and activities on offer. Goa is for the tourist who loves nature, enjoys the sunny beaches, is a foodie, loves art, wants to study its brilliant architecture, or tour of a spice or cashew estate. In recent times, the state has also emerged as a destination for spiritual seekers as its natural beauty and Zen personality attracts yoga lovers and alternative medical practitioners by the dozens.
- Best beach or coastal destination: Palolem beach, located in southern Goa, emerged as the most favoured beach in India, given its location, natural beauty and the range of activities on offer. It has been described as one beach that caters to both families and backpackers. Palolem has held its position as one of the finest beaches in Goa because of the diversity in experiences it offers: Its bamboo hut shacks, locals selling their colourful wares, yoga, spirituality etc.

HIERARCHY OF GTDC



Chairman GTDC

Dr. Ganesh Gaonkar

Chairman GTDC

E: chairman@goa-tourism.com

Tel: +91 832 2438063

Fax: +91 832 2437433



Managing Director GTDC

Nikhil Desai, IAS , Managing Director GTDC

E: md@goa-tourism.com

Tel: +91 832 2437159

Fax: +91 832 2437433



Engineering

Sachin Gore General Manager (Engineering)

E: sachingore@goa-tourism.com

T: 832 2437132 / 2437728 / 2438515

F: +(91)-(832)-2437433

M: + 91 9422057578



Hotels, Mktg & IT

Gavin Dias General Manager (Hotels, Mktg & IT)

E: gavindias@goa-tourism.com

T: 832 2437132 / 2437728 / 2438515

F: +(91)-(832)-2437433

M: + 91 9673810101

**Administration**

Laxmikant Vaigankar General Manager (Administration)

E: laxmikant@goa-tourism.com

T: 832 2437132 / 2437728 / 2438515

F: +91 832 2437433

M: +91 9422 442 275

**Finance**

Kapil Paiguinkar General Manager (Finance)

E: kapil@goa-tourism.com

T: 832 2437132 / 2437728 / 2438515

F: +(91)-(832)-2437433

M: + 91 7798679838



Admin & Finance

Ninfa Da Silva Dy. General Manager (Admin & Finance)

E: ninfa@goa-tourism.com

F: +(91)-(832)-2437433

M: + 91 9689937287



Marketing, Hotels & PR

Deepak Narvekar Dy. General Manager - (Marketing, Hotels & Public Relations)

E: deepak@goa-tourism.com

T: 832 2437132 / 2437728 / 2438515

F: +(91)-(832)-2437433

M: +91 9422847166

Transport / Admin

Sandeep Gawas

Dy General Manager

(Transport/ Admin)

E: sandeep@goa-tourism.com

T: 832 2437132 / 2437728 / 2438515

F: +(91)-(832)-2437433

M: + 91 8698074929

What does GTDC provide ?**Festivals & Events**

- Carnival
- Shigmotsav
- Bonderam
- Goa food and cultural fest
- Sao Joao
- Sangodd
- Trekking on Sundays during monsoon

Package tours

Package tours have been carefully designed for couples, families and groups. GTDC aims to offer visitors locals package tours at reasonable rates throughout the year. These tours offer a comprehensive and enjoyable view of Goa, taking in all the best sights of Goa. GTDC also uses the skilled services of 15 Government recognized tour guides who have been trained extensively and intensively in the culture, tradition and history of Goa.

RESIDENCIES



GTDC provides residences in Panjim, Calangute, Margao, Colva, Vasco, Farmagudi, Miramar, Mayem Lake, Mapusa and Old Goa.

E-BIKES TOURS



Experience the joy of effortless riding on electric-bikes.

Tours

North Goa Tours

The GTDC conducts tours by road to cover every nook and corner of places of tourist interest in Goa. Tours are carefully designed to cater to all classes of tourists living at the residencies which enjoy excellent locations all over the state. Tour groups are accommodated in buses and cars. The tours leave from North exploring the entire state.

(Pickup points: Miramar Residency/ Santa Monica Jetty/ Panjim Residency)

DAY : Daily
TIMINGS : Reporting Time: 8.45 am - Arr: 6.00 pm
RATE : Rs 300/- AC

This tour takes you to visit Coco Beach situated at the mouth of the Nerul River on the Mandovi Estuary and famous Aguada Fort. Next comes the exquisite Mayem Lake which nestles sparkling silver among low forested hills. The tour halts for lunch here. Then tour covers Vagator Beach, Anjuna Beach, Calangute Beach & Panaji Handicrafts Emporium.

TOUR : NORTH GOA TOUR (Pickup points: Mapusa Residency/ Calangute Residency)

DAY : Daily
TIMINGS : Reporting Time: 8.45 am - Arr: 6.00 pm
RATE : Rs 300/- AC

This tour takes you to visit Coco Beach situated at the mouth of the Nerul River on the Mandovi Estuary, famous Aguada Fort, Anjuna Beach. The tour halts for lunch at Mayem lake. Then tour covers Aldona Cable stayed Bridge and exquisite Mayem Lake which nestles sparkling silver among low forested hills.

TOUR : NORTH GOA TOUR (Pickup points: Margao Residency/ Colva Residency)

DAY : Daily
TIMINGS : Reporting Time: 8.45 am - Arr: 7.00 pm
RATE : Rs 350/- AC

This tour takes you to visit Mahalsa Temple and Abyss Aquarium at Verna, Coco Beach & famous Aguada Fort. The tour halts for lunch at Calangute Annexe. Then tour covers Calangute Beach and Panaji Handicrafts Emporium. "halt at Santa Monica jetty for river cruises."

South Goa Tours

TOUR : SOUTH GOA TOUR (Pickup points: Miramar Residency/ Santa Monica Jetty/ Panjim Residency)
DAY : Daily
TIMINGS : Reporting Time: 8.45 am – Arr: 6.00 pm
RATE : Rs 350/- AC

This tour takes you to Old Goa Churches- Basilica of Bom Jesus, Se Cathedral. The tour continues to the temples of Shri Manguesh at Priol, Lunch halt at Farmagudi, Shri Shantadurga Temple at Kavlem, Ancestral Goa(Big Foot) at Loutolim, Colva Beach and Miramar Beach.

IMPORTANT POINTS TO REMEMBER

Always wear a hat/cap when you are outdoors.
 Sunscreen is a must.
 Carry mineral water; make certain you buy it from a genuine dealer. Drink often.
 Refuse plastic carrybags when you go shopping. Take your own carrybag. Keep Goa litter free and care for the environment.
 Venture into the sea ONLY if you are a good swimmer, and only at beaches manned by life guards. Drinking and swimming is more dangerous than drinking and driving.
 Seek information and assistance only from genuine Tourist Information Centres.
 Do not deal with touts and middlemen.

SOUTH GOA TOUR (Pickup points: Mapusa Residency/ Calangute Residency)

DAY : Daily
Reporting Time 8.30 am - **Arr.** 8.30 pm
Rs. 350/- AC

Covers: Old Goa Churches-Basilica of Bom Jesus, Se Cathedral, Shri Manguesh temple at Priol, Shri Shantadurga temple at Kavlem, Ancestral Goa-Big foot* at Lotoulim, Lunch halt at Farmagudi residency, Miramar beach.

SOUTH GOA TOUR (Pickup points: Margao Residency/ Colva Residency)
Reporting Time 8.45 am - **Arr.** 6.00 pm
Rs. 350/- AC

BUNGY JUMPING



Bungy Jumping - Now in GOA! After operating over 80,000 jumps in Rishikesh, Jumpin Heights, the Bungy People - now bring their magic to Goa!

Timings - 09:30 AM to 04:30 PM

Price - Rs. 4110/- including video (+GST)

KONKAN EXPLORERS



Konkan Explorers - The trademark of our endeavour is to propose a rich yachting experience in associating cruises and nautical sports.

Kayaking Package

Duration - 1 hour (Including 10 min training)

Tariff - Rs. 1250/- per person

Includes - 45 to 60 mins of kayaking, 1 seat, 1 paddle & 1 life jacket per passenger, KE guide and safety crew, short introduction to kayaking, water

bottle per passenger, 1 drink per passenger, light snacks and all applicable taxes.



WHITE WATER RIVER RAFTING BY GOA RAFTING

a) **Brief Description about the activity:** June to October in Goa is the perfect time to soak in the refreshing rain and ride the waves of gorgeously moody Mhadei River. Goa Rafting brings you the enthralling Mhadei Rafting Trip – a unique White Water Rafting experience. All this, amid the spectacular jungle scenery along the Mhadei Wildlife Sanctuary. Come, pick your raft ! We'll see you on the river!!

b) **Highlights/ Additional Information:** Perfect Activity for adventure enthusiast. Most thrilling activity of Goa.

c) **Season of Operation:**

Mid June to mid sept

d) **Safety & Security:**

The Rafting trips are operated by Southern River Adventures and Sports Pvt Ltd., which has been the pioneering Rafting Company in South India.

MHADEI CRUISES



From a soothing cruise to the indigenous food, from live entertainment to immersive culture, come experience Goa in its most authentic form. Sea and river cruises are very much part of a visitor's itinerary. GTDC invites visitors on balmy and exhilarating cruises on the 'Santa Monica' launch, the catamaran 'Shantadurga' and on the ML 'Poseidon'. Enjoy the calmwaters of the River Mandovi, golden sunsets, live music and games on these memorable cruises.

HI-TEA HERITAGE CRUISE

Tariff - Rs. 750/- per person(Inclusive of GST)

SUNSET HERITAGE CRUISE

Tariff - Rs. 750/- per person(Inclusive of GST)

LUXURY DINNER CRUISE

Tariff - Rs. 1600/- per person(Inclusive of GST)

HOT AIR BALLOON



Department of Tourism (GTDC), Government of Goa has exclusively collaborated with Tiger Balloon Safaris to provide Hot Air Balloon flights in the state of Goa

Standard Balloon Flight - 13,000 per person (inclusive of GST)
8,500 per child (inclusive of GST) (Child (06-10 years))

Private Balloon Flight - 55,000 for 1-3 people | 99,000 for 4-8 people

Cruise



Step into the River Carnival at the iconic Santa Monica jetty just below the Atal Sethu in Panjim, anytime of the year to experience the magic of the Goan

Carnival. One of Goa's pioneering river cruises - The Santa Monica also fondly called 'The Legend', is a part of the fleet that sets sail from the River Carnival. The experience includes a river cruise (that is for approximately for 1 hr) and the carnival village; making it the perfect idea for a quick getaway beyond the beaches of Goa. Along with the sun, sea and wind, you get a glimpse of extraordinary historical sights and treasured wonders of this tiny yet mesmerizing state.

Here's what makes the River Carnival a #MustDoInGoa kind of thing:

- A leisurely hour-long river cruise that will show you the best of what Goa has to offer along the banks of the river Mandovi
- True blood LIVE Goan cultural entertainment – at the Carnival Village and on the cruise
- Insta-worthy photo ops
- Snack and souvenir stalls
- A kid's play area
- And a convenient parking facility

The best part of putting this on the top of your 'to do 'list in Goa however, is that you don't have to wait in long boring lines to get in or hustle for a ticket - Book your ticket right here and walk right into the River Carnival.

Ticket Price:

Rs.500/- per person. (full ticket for children above 3 feet)

Cruise Reporting Timings:

5.30pm | 7.00pm | 8.30pm

Your ticket includes:

- Entry for 1 hour Boat Cruise
- DJ Music – Various Dancing Rounds
- 3 Folk Dances
- Sightseeing from the Boat

Extras:

There is also a self service Bar & Snacks Counter on the boats. (on Additional Payment)

SCUBA DIVING



Sight delightful dolphins on the way to Grandé Island where you get to scuba dive and snorkel in amazing dive sites like Suzy's Wreck, Coral Garden, Bounty Bay, Lobsters 'Avenue

Package 1 - 6000

Package 2 - 9000

Add on Family Package - 3000

Tirupati Tours

Local Goans and pilgrims yearning to partake in Tirupathi Darshans can now travel at ease and comfort from 2nd July as Goa Tourism through Goa Tourism Development Corporation (GTDC) will launch exclusive package tours with special facilities for its takers.

The GTDC in association with SeaBird Travels will provide the daily bus tour exclusive package from Goa to Tirupathi and back over two days and three nights.

Sr. No.	Origin – Destination	Package Tariff per person as on 26/05/2022
1	Ex-Mapusa, Goa to Tirupati	Rs.4200/- per head + GST @5%
2	Ex-Panaji, Goa to Tirupati	Rs.4200/- per head + GST @5%

3	Ex-Madgao, Goa to Tirupati	Rs.4200/- per head + GST @5%
4	Ex-Cancona, Goa to Tirupati	Rs.4200/- per head + GST @5%

Details of the Tirupathi exclusive package tour.

Day 1 :

- Evening depart from Goa for a night journey to Bangalore by Volvo AC Coach

Day 2 :

- Morning arrival at Bangalore and same day night departure to Tirupati by Volvo A/c coach at 9:30 pm.

Day 3 :

- Early morning arrival at Tirupati with provision of 3-star room accommodation for fresh up for 1 hr with complimentary premium and hygienic South Indian vegetarian breakfast will be provided. Later, departure to Tirumala by APSRTC bus. Pilgrims who want to undergo Mudi(headshave) will be taken separately under the guidance of experienced guides in a jeep with 30 mins time and general bath after that. Later, hassle free darshanam of Tirumala Sri Venkateshwara Swamy at around 9:30 am, after darshanam 30 mins time for shopping and return to Tirupati by same APSRTC bus and will be dropped at same hotel for South Indian lunch. After lunch Goddess Padmavathi temple visit will be provided and then departure to Bangalore at around 3:00 pm and reach by 8:30 pm and depart to Goa on same day.

Day 4 :

- Morning arrival at Goa. Tour ends.

Department of Tourism

The Tourist Information Centres/Counters are located within the State. The Zonal Officers are primarily responsible for monitoring the registration of tourist trade under the Tourist Trade Act, 1982. The Administrative head

of the Department is Shri. Ravi Dhawan, IAS, Secretary Tourism. The Department has zonal office in North Goa at Headquarters, Panaji and in South Goa at Margao. The Current Director of Tourism is Shri Nikhil Dessai, IAS. The Zonal Officers are primarily responsible for monitoring the Registration of Tourist Trade under the Tourist Trade Act, 1982.

Activities of the Department:

- Policy Formulation.
- Development of Infrastructure.
- The Goa Tourist Places (Protection & Maintenance) Act, 2001.
- The Goa Land (Prohibition of Construction) Act, 1995.
- Administration of Goa Registration of Tourist Trade Act.

It is mandatory for all Hotels, Travel Agents, Tour Operators, Tourist Guides, Tourist Taxi Operators and Dealers of notified articles and other persons engaged in tourist activities to register themselves under the Goa Registration of Tourist Trade Act. Registration is to be annually renewed.

Under the Goa Registration of Tourist Trade Act, Dy. Director (North) & Dy. Director (South) is the Prescribed Authority to issue certificate of registration.

Training schedule At GTDC Residencies

- I was sent to 7 residencies of GTDC which included Panjim, Calangute, Colva, Margao, Vasco , Miramar and Mapusa. I was made to carry out various tasks at the reception.(Front Desk)
- At the reception, I handled calls from guest rooms, took guest entries at the time of check ins, obtained guest ID's and updated it on the software (Renzo), in the system and checked out guests.

- Was also made to escort the guests to show them the rooms incase the bell boys were occupied.

CONCLUSION

Training at Goa Tourism, has been a tremendous experience for me. Getting a chance to work such a reputed company has helped me to not only gain knowledge but to also achieve vast experience about the company and its functioning. Throughout the 6 months of training , I have met various guests from all around the world and each encounter was a lovely & different experience. I also made helpful and kind friends who treated me like one of their own. All the Managers & Asst. Managers at the residences were very respectful and kind towards me and helped me with any & everything.

Through this internship, I have learnt to be patient , get along with guests, respect one's decision, various etiquettes, not judge people, be punctual and professional.