



# Internship Report At Taj Resort and Convention Centre

*Name : Jaison Jeffrey Charles*

*Roll no : 1908*

*Batch : 2019*

## **DECLARATION**

I, Jaison Jeffrey Charles, hereby declare that the project work entitled '**Internship report at Taj resort and convention centre**' submitted to Goa university,IMBA is a record of original work done by me. I solemnly declare that to the best of my knowledge, no part of this report is submitted in any previous application.

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# **ACKNOWLEDGMENT**

It has been a great pleasure for me to undertake this project as it has helped me shape my morale and my understanding of business ethics to the best level. For this, I would firstly like to express my sincere gratitude to my internal guide **Miss. Sujal Naik** And My course coordinator **Mrs. Albino Thomas** for being the truest source of guidance throughout my 9 weeks of internship at Taj Resort & Convention Centre.

I would also like to extend my gratitude to **Mr. Valentine Athaide** (Learning and Development Manager) who found me worthy enough to provide me with this wonderful opportunity of going through the real world experience. My deepest thanks goes to **Mr. Jatin Bandari**(Restaurant Manager), **Mr. Aditya Parkar** (Restaurant Manager),**Ms. Sujatha** (Supervisor) as this Internship would not have been completed without their enormous help and worthy experience. They were always standing strong behind me whenever I needed help.

# **EXECUTIVE SUMMARY**

This 9 week program started on 18<sup>th</sup> May 2022 and ended on 15th July 2022. This has been the greatest learning experience I've had in my academic career so far. This experience is going to serve as a building block, personally and professionally for me wherever I go in the future.

# **HISTORY**

**1899**

- THE INDIAN HOTELS COMPANY LIMITED (IHCL) IS INCORPORATED

**1903**

- TAJ MAHAL PALACE IN MUMBAI, INDIA

**1970**

- TAJ LAKE PALACE, UDAIPUR AND RAMBAGH PALACE, JAIPUR

**1974**

- FORT AGUADA, THE FIRST FIVE-STAR DELUXE BEACH RESORT IN GOA
- TAJ COROMANDEL, CHENNAI

**1982**

- THE ST. JAMES' COURT, LONDON

## **1998**

- TAJ EXOTICA, SRI LANKA

## **2001**

TAJ EXOTICA RESORT & SPA, MALDIVES

## **2005**

- FORAYS INTO NEW YORK, USA

## **2010**

- LAUNCHES A NEW BRAND, VIVANTA BY TAJ

## **2015**

- TAJ DUBAI UNVEILS 'TAJNESS'

## **2018**

- UNVEILS 'ASPIRATION 2022'
- TAJ EXOTICA RESORT & SPA, ANDAMANS  
RESTRUCTURES OVERALL BRAND  
ARCHITECTURE

## **2019**

- TAJ ARAVALI RESORT & SPA, UDAIPUR
- TAJ THEOGRESORT & SPA,SHIMLA
- TAJ RISHIKESH RESORT &  
SPA,UTTARAKHAND
- VIVANTA, KATHMANDU
- TAJ RESORT & CONVENTION CENTRE



## **About The Brand**



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. It is a subsidiary of the Tata Group conglomerate.

IHCL was founded in 1899 by Jamsetji Tata and is headquartered in Mumbai, Maharashtra. It has more than 160 hotels in 80 locations and 17 countries, with over 20,000 rooms and 25,000 employees.

## **OUR BRANDS:**

- **Taj**: Taj is the luxury brand of IHCL that operates 47 hotels in 34 locations. Its portfolio consists of luxury hotels, resorts, jungle safaris and palaces. In 2016, it was planned to include all the existing hotel brands under the umbrella of Taj, but the decision was reversed in 2018.
- **Vivanta**: Vivanta is the upscale arm of IHCL which has 25 hotels in 20 locations. IHCL has planned to migrate the existing Gateway branded hotels to Vivanta.
- **Ginger**: IHCL's Ginger brand of hotels cater to the mid-scale segment. The brand has more than 45 hotels in 32 locations and is a major focus for IHCL.
- **SeleQtions**: The SeleQtions brand covers properties with a unique identity. This 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.



**TAJ HOTELS** is a chain of luxury hotels and a subsidiary of the Indian Hotels Company Limited; headquartered at Express Towers, Nariman Point in Mumbai. Incorporated by the founder of the Tata Group, Jamsetji Tata, in 1903, the company is a part of the Tata Group, one of India's largest business conglomerates. The company employed over 13,000 people in the year 2010.

As of 2018, the company operates a total of 100 hotels and hotel-resorts, with 84 across India and 16 in other countries, including Bhutan, Malaysia, Maldives, Nepal,

South Africa, Sri Lanka, UAE, UK, USA and Zambia in 1974, the group opened India's first international five-star deluxe beach resort, the **Fort Aguada Beach Resort** in Goa.

Two hotels of the Taj group, namely Rambagh Palace in Jaipur and the Taj Mahal Palace and Tower in Mumbai, were ranked in 2013 by Conde Nast Traveller among its "Top 100 Hotels and Resorts in the World". In late 2013, the **Indian Traveler** magazine ranked Taj Lake Palace in Udaipur and Taj Exotica Resort & Spa in Maldives as numbers 34 and 98, respectively, on its list of "100 Best Hotels & Resorts". **Condé Nast Traveler** also ranked the Taj Mahal Palace in Mumbai as number 13 on its list of "Gold Standard Hotels" in 2014. In 2005, a famous luxury hotel in New York City, The Pierre was acquired.

# HISTORY OF TAJ



Jamsetji Nusserwanji Tata, founder of the Tata Group, opened the Taj Mahal Palace, a hotel in Mumbai (formerly called Bombay) overlooking the Arabian Sea, on 16 December 1903. It was the first Taj property and the first Taj hotel. There are several anecdotal stories about why Tata opened the Taj hotel. According to a story, he decided to open the hotel after an incident involving racial discrimination at the Watson's Hotel in Mumbai, where he was refused entry as the hotel permitted only Europeans.<sup>[8]</sup> Hotels that accepted only European guests were very

common across British India then. According to another story, he opened the hotel when one of his friends expressed disgust over the hotels that were present in Bombay then. But a more plausible reason was advanced by Lovat Fraser, a close friend of the Tata and one of the early directors of the IHCL group, that the idea had long been in his mind and that he had made a study on the subject. He did not have any desire to own a hotel but he wanted to attract people to India and to improve Bombay. It is said that Jamsetji Tata had travelled to places like London, Paris, Berlin, and Düsseldorf to arrange for materials and pieces of art, furniture and other interior decor for his hotel. The Taj group has since then developed and flourished, under the Tata Group.



The Taj Mahal Palace in Mumbai is the first hotel of Taj, opened in the year 1903.

In 1974, the group opened India's first international five-star deluxe beach resort, the **Fort Aguada Beach Resort** in Goa. In 1970s, the Taj Group also began its business in metropolitan hotels, opening the five-star deluxe hotel, Taj Coromandel in Chennai, in 1974, acquiring an equity interest and operating contract for the Taj President (now Vivanta by Taj - President), a business hotel in Mumbai, in 1977, and also opening the Taj Mahal Hotel in Delhi in 1978.

The group has been converting royal palaces in India into luxury hotels since the 1970s. The first palace to be converted into a Taj luxury hotel was the Lake Palace in Udaipur, in 1971. Other examples include the Rambagh Palace in Jaipur, Umaid Bhawan Palace in Jodhpur, Falaknuma Palace in Hyderabad and Nadesar Palace in Varanasi.



In 1980, the Taj group opened its first hotel outside India, the **Taj Sheba Hotel** in Sana'a, in Yemen and in the late 1980s, acquired interests in the St. James' Court Hotel (now comprising Taj 51 Buckingham Gate Suites and Residences and St. James' Court, A Taj Hotel) in London. In 1984, the Taj group acquired, under a license agreement, each of the **Taj West End** in Bangalore, Taj Connemara (now Vivanta by Taj - Connemara) in Chennai and Savoy Hotel in Ooty. With the opening of the Taj West End in Bangalore, the Taj Group made its foray into Bangalore. The five-star deluxe hotel, **Taj Bengal** in Kolkata, was opened in the year 1989, and with this, the Taj group became the only hotel chain in India with a presence in the six major metropolitan cities of India, namely Mumbai, Delhi, Kolkata, Bangalore, Hyderabad, and Chennai.

Concurrently with the expansion of its luxury hotel chain in the major metropolitan cities, the Taj Group also expanded its business hotels division in the major metropolitan and large secondary cities in India. During the 1990s, the Taj Group continued to expand its geographic and market coverage in India.



It developed specialised operations (such as wildlife lodges) and consolidated its position in established markets through the upgrading of existing properties and development of new properties. Taj also set up the Taj Kerala Hotels and Resorts Limited in the early 1990s along with the Kerala Tourism Development Corporation.

Ten hotels of the Taj group are members of the Leading Hotels of the World.

Taj hotels are the highest revenue earning hotels worldwide with average revenue of \$109Billion annually. In Goa, out of all the Taj established hotels, Vivanta Goa Panaji is the highest revenue earning branch solely for the purpose of being in the middle of the city, closest to the casinos (biggest tourist attractions), easily accessible and reachable from all travel points and being a 5-star business class hotel itself with reasonable rates for all classes.

# TAJ RESORT AND CONVENTION CENTRE



With a forested hillside perch and gorgeous Sea Views, the 299-room Taj Resort & Convention Centre, our luxurious vertical resort in Goa, oozes luxury & scale. 10 minutes from Panjim and 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 above and the boldness of Goa stares back at you, in the form of a suspended boat's hull. Look around and you discover a resort of plenty.

On your left lies the **BLD**, your multi-cuisine restaurant that's open for, yes you guessed it, breakfast, lunch and dinner. The extended alfresco terrace is a great spot to park yourself for the sun and sea. 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 specialty restaurant C2C 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 stilt roots of the Banyan tree, keeps the vibe easy and the views spectacular.

The convention centre is the centrepiece. Lorded over by a 1200 sq. metres pillarless 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 instagrammable 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. Pause for the sunsets and the light illuminating statues of Dona Paula. If this were not dramatic enough, soak in the Jiva spa or better still, park yourself at the 40-seater cinema that the resort offers cinephiles.

To cut a tall story short, there is plenty here to make your moments larger than life at our luxury resort near Dona Paula in Goa..

## Hotel Highlights

Hillside and edge of the sea views location.

Views, views and views

Convention resort near Panjim that is central to Goa.

Tropical flavour

## 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, JCB International.
- Pets are not allowed.

## Hotel Essentials

- GSTIN : 30AAACF2845D1ZB

## **EVENT SPACES**

### *1) Assembleia*



Max Capacity : 1000

Adjacent to the banquet porch is an intimate area blessed with verdure. Here, one may indulge in the enviable uniqueness of close-knit gatherings and heartfelt moments.

### *2) Cinema*



Max Capacity : 40

A large screen, 40 seats, a cinephile's delight. The Cinema at Taj Resort and Convention Centre is the only one of its kind amongst luxury hotels in Goa. Organise a gathering or simply see what's playing as you take a break from the celebrations or, indeed, make them part of the event.

#### 4 Meeting Rooms



Have multiple meetings? Use any or all of our four 70 sqm meeting rooms. Two meeting rooms may be combined into one on request. Every room comes with a view to inspire thought, ideas, and productivity.

## **OPERATIONS DEPARTMENTS**

- 1) Food Production (Kitchen).
- 2) Food and Beverage Services.
- 3) Front Office.
- 4) Housekeeping.
- 5) Spa
- 6) Engineering

## **NON-OPERATIONS DEPARTMENTS**

- 7) Learning and Development.
- 8) Human Resource.
- 9) Accounts.
- 10) Sales and Marketing.
- 11) IT.

## **COMPETITORS**

Below are the top 3 Taj Hotels competitors:

1. Leela Group of Hotels
2. Oberoi Hotels and Resorts
3. Hyatt

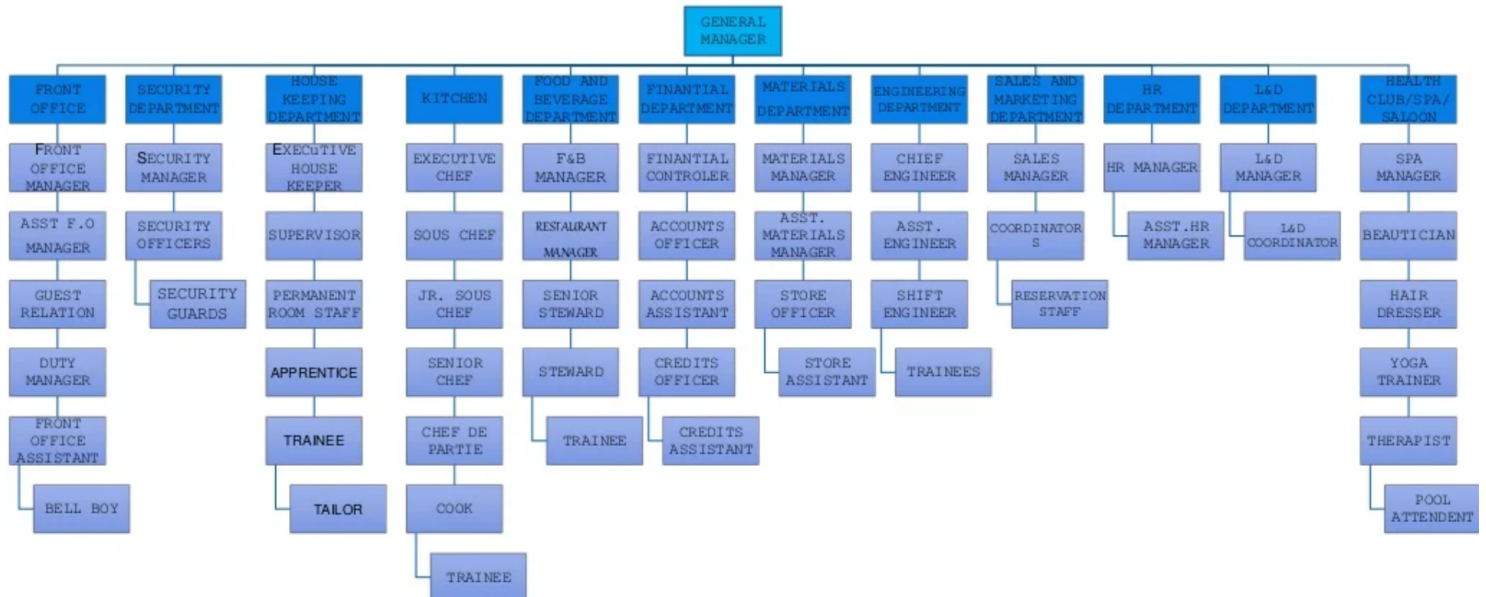


## **FINANCIALS**

The hotel has a strict policy regarding disclosing any of its financial details to any temporary employee/trainee. Hence, I couldn't find out the original revenue earnings of the hotel for any year. On the other hand, I was able to discover the yearly budget of the hotel which is 4 Crores/year. According to the credit controller, the hotel remains successful every year to consume the budget as a whole.

# ORGANISATIONAL STRUCTURE

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# FOOD AND BEVERAGE SERVICES

## Department Structure:



## Description of activities and learnings derived:

**a. Back Area:** There are predefined wiping techniques for all utensils. In plates we have; Full plate, half plate, Side plate and Saucer. The brands used for all are Bharat, Tata and Ocean.

For the bowls we have; Dal bowls, Soup bowls and Dip bowls.

For glasses there are; Water Goblets, Juice Glasses, High ball Glasses, Wine Glasses, Tea Glasses, Tea Cups and Espresso Cups.

Cutlery are; Forks, Spoons and Knives.

**b. Pantry:** setting pantry which includes items like bread basket linen, honey, jams, glass-wares storage, menus, dish tags, invoice bills, coffee beans, sauces, parcel bags, parcel containers, sugar caddy (white sugar, brown sugar, sugar-free sashes and English breakfast sashes), napkins and different teas'- Assam, English breakfast, Ginger, Green, Masala Chai, Darjeeling Earl Grey and Regular Tetley.

**c. Sideboard:** Refilling sideboard which has a pre-specified list of amenities to be placed inside each shelf and drawer.

Such as; Finger bowls, sugar caddy, oregano and pepper, pickles. tea cups and saucers, espresso cups and saucers, straws, stirrers, toothpicks, lemon slices, butter, sauce, spoons, knives, folks, creamers and hot water pots.

**d. Table/Restaurant setups:** The table setups for lunch and dinner is the same which goes in the following procedure-

Two table covers laid out over-lapping each other in criss-cross on each table, table number and the bottles placed right in the middle, side plates arranged closely to the left of each chair, book-fold napkins placed in the middle, water goblet placed slightly on top of the napkin and cutlery on the right (folk on the left, knife in between, spoon on the right).

**e. Attending calls:** The answering line is “Good morning/afternoon/evening, In Room Dining, This is (name), How may I help you?” The queries are patiently listened to and briefly answered. Make sure to find out the

room number or at least the name of the guest by the end of the conversation. No foul language or slangs to be used. Pick up the call in maximum three rings.

**f. Roti /Naan Service along with Handling Gear:** Taking the guest's order regarding their preference of roti/naan, informing the chef for the order punch-in, arranging a breadbasket for it covered with basket linen, serving the roti/naan using either tongs or spoon-folk tong.

**g. Napkin Folds:** Learned Book-fold, Bunny-fold, Candle-fold and Birthday Knife-fold. The soiled napkins are collected and counted and then given back to the uniform room for washing. The fresh ones are counted and taken from the same place. The uniform room maintains a different napkin register for all departments and outlets.

**h. Tags:** The chefs provide the menu list for Desserts, Salads, Soups and Main course. Those dishes are to be written on Red-marked tags and Green-marked tags respectively. The menu list is to be collected from each kitchen chef separately.

**i. Buffet Temperature Book:** This book allows one to maintain a daily record of maximum vegetarian and non-vegetarian hot as well as cold buffet dishes at certain specified temperatures.

For example; hot veg dishes are to be maintained at 65 degree Celsius and above. Hot non veg items at 70 and above.

Cold buffet items to be maintained at 5 degree Celsius and below.

## **CONCLUSION**

Taj Resort & Convention centre has a highly qualified, skilled and hard working labour force. The hotel is having a very good reputation among the people. Even though the Hotel is providing good quality service, the expenses charged are high. The hotel is equipped with an adequate number of staff to meet the service needs of the customers. The Hotel has good quality and a nice hygienic environment.

The various departments of the Hotel are interlinked through computerization. This integrates the functions of the Hotel and facilitates smooth functioning. The Hotel takes systematic measures for the safe disposal of waste materials. The hotel maintains a good relationship between management and employees. Campus connect program to recruit students from various colleges

The Hotel should reduce the charge for services; so that the service becomes more affordable to people and more people will be attracted towards the hotel. Annual medical

checkup for all workmen and employees. A small amount can be deducted from the salary one time. The Hotel

Should establish a system to receive the feedback and opinion of employees so that the working system of the hotel can be improved

Since the technologies are changing day by day, the hotel should ensure that they are getting updated with the changing technologies so that the hotel can provide high quality services to customers. The hotel should introduce a new incentive scheme for employees. Management should provide proper steps for the management of stress and mental tension faced by the higher officials in the company.

To stay in a niche, the hotel seems to be maintaining a perfect brand image and is successful in maintaining the revenues as well. The experience to work under such a dedicated staff along with the most sophisticated and elegant working methods, has been very knowledgeable and memorable.

