



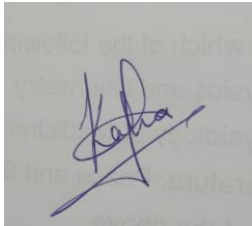
## INTERNSHIP REPORT

KATIA DE HEREDIA | BATCH 2020, 2006

### DECLARATION

I, Katia De Heredia student of Goa Business School, Goa University hereby declare that I have completed my 2 months industrial training in ITC Grand Goa Resort and Spa from 16th of May 2022 till 16th of July 2022. I hereby declare that I have also completed my internship report for the academic year 2022 – 2023.

The information submitted by me in this report is true and original to the best of my knowledge.



(Signature)

Katia De Heredia

Seat no: 2006

Class: Third year 2020 batch

Date: 14th August 2022



16.07.2022

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that Ms. Katia Elvira De Heredia, student of Goa University, Taleigao Plateau, Goa has completed Vocational Training in Front Office and Housekeeping Department from ITC Grand Goa - A Luxury Collection Resort & Spa, Goa.

She commenced her training on 16<sup>th</sup> May 2022 and completed on 16<sup>th</sup> July 2022.

During her training Ms. Katia Elvira De Heredia contributed well in the department. Feedback received about her performance from the reporting Manager has always exceeded the expectations.

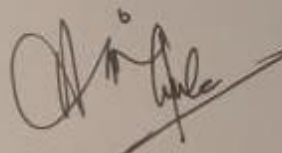
We wish her success for her future endeavours.

Attendance: - 100 %

Regards



Rohit Joshi  
L&D Manager



Amit Kumar  
General Manager



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CORPORATE IDENTITY NUMBER: L16005WB1910P1C001965 VISIT US AT WWW.ITCPORTAL.COM

ITCHOTELS.COM/ITCGRANDGOA  
LUXURYCOLLECTION.COM/ITCGRANDGOA

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## ACKNOWLEDGEMENT

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## **INTRODUCTION TO ITC HOTELS**

ITC Hotels, founded in 1975 and having its headquarters in Kolkata, India, is India's second largest hotel chain with over 100 hotels in 70+ locations across 4 distinct brands. It is owned by ITC Ltd. ITC hotels integrate India's renowned tradition of hospitality and warmth with globally benchmarked facilities & services.

### **BRANDS OF ITC HOTELS**



ITC Hotels are an archetype of the culture and ethos of each destination offering authentic, indigenous luxury experiences which are in harmony with the environment and society.

Each ITC Hotel is certified with a LEED® (Leadership in Energy and Environmental Design) Platinum rating for globally recognized planet positive endeavors.

Some hotels of the brand include:

- ITC Grand Resort & Spa, Goa
  - ITC Kohenur, Hyderabad
  - ITC Maurya, NewDelhi
  - ITC Maratha, Mumbai
  - ITC Royal Bengal, Kolkata
  - ITC Grand Chola, Chennai
  - ITC Gardenia, Bengaluru
-



Welcomhotel is a collection of premium hotels designed for those who demand more and seek curated experiences, to optimize their travel intent. Present in locations ranging from hills to beaches, and deserts to cities, the brand is reflective of the warmth of Indian culture while upholding the benchmark standards of ITC Hotels.

Some hotels of the brand include:

- The Savoy, Mussoorie
  - Fort & Dunes, Khimsar
  - Raja Sansi, Amritsar
  - Kences Palm Beach, Mamallapuram Chennai
- 



Fortune Hotels are full service, proficient business hotels with the impeccable lineage of the ITC's hotel group. They blend traditional Indian hospitality with contemporary international facilities.

Business travellers can find comfortable accommodation, facilities for meetings and conferences, with the full complement of technical and secretarial support and more in an atmosphere of smooth, reliable efficiency.

Some hotels of the brand include:

- Fortune Miramar, Goa
  - Fortune Park, Ahmedabad
  - Fortune Inn Haveli, Gandhinagar
  - FortuneParkSishmo,Bhubaneshwar
-



WelcomHeritage represents the finest traditions of heritage hospitality and tourism in India with a unique portfolio of Palaces, Forts, Havelis and Resorts spread across 37 scenic and tranquil destinations. The endeavor is to create a special balance between local traditions and modern-day requirements thus creating best-in-class authentic experience without losing the Heritage ethos in some of the country's most inspiring destinations.

Some hotels of the brand include:

- PanjimInn,Fontainhas,Goa
  - ManiMansion,Ahmedabad
  - GurkhaHouseBoats,Srinagar
  - KalyanBhawan,Jaisalmer
-



## **ABOUT ITC GRAND GOA**



ITC Grand Goa, A Luxury Collection Resort & Spa is a part of ITC Hotels, a subsidiary of ITC Ltd. It is located in Cansaulim, South Goa with direct access to the Arossim beach. The property is spread over 45 acres of lush landscapes and houses 252 rooms with 16 suites, 6 food and beverage outlets and an award winning spa.

The architecture of the property is designed in an Indo-Portuguese style which is rooted in Goa's history & heritage. ITC as a company believes in saving the environment, hence all hotel operations are conducted in a way that would have a positive impact on the environment while delivering a luxurious experience.

## **SALIENT FEATURES OF THE PROPERTY**

### **LOCATION**

- ITC Grand Goa is located in Cansaulim, South Goa
- The nearest airport to the hotel is Goa International Airport, Dabolim Goa.

### **DESIGN & ARCHITECTURE**

- Indo-Portuguese styled villas that accommodate rooms.
- Traditional Goan design elements used like palanquin, wide windows with pearl shells and welcoming *balcaos* resembling typical Goan homes.

### **RECREATIONS**

- A free form swimming pool.
- 24/7 fitness centre that meets ITC's standards.
- Award winning spa that features 16 treatment suites.
- Kid's club– Ollie's Club that provides different activities for kids.
- Outdoor & indoor activities like volleyball, football, badminton, cycling & board games available on request.

### **FOOD&BEVERAGEOUTLETS**

- 6 food and beverage outlets that include – Pavilion, Ottimo, Kebabs & Kurries, Tempero, The Royal Afghan & Farol Bar.
- Features a pool bar.

### **BANQUETING&MEETINGVENUES**

- 5 indoor & 4 outdoor banquets. Indoor banquets include Salcete A/B/C, Benaulim, Colva, Loutolim & Cansaulim.
- Outdoor banquets include Palm Court, Dunes, Seaside Lawns & Magical Forest.

## ITC's CORE VALUES

### WARMTH

- Associates exemplify the tradition of Indian hospitality -'Atithi Devo Bhavah' by extending their graciousness and genuine warmth and personalized service.
- Examples: signature services, Guest delight Bank, Responsible Luxury Ambassadors

### INDIGENOUS

- Each ITC property is chosen specifically for its inspiring and distinctive character. The design, service, amenities & cuisine are authentic to the locale.
- Example: traditional music, local love cuisine

### SLEEP

- It is an endeavor to enable guests to have a good sound sleep in the room.
- Examples:pillowmenu, sound-proofing of windows, complete darkness,maximum decibel level of 35db, sleep menu

### EFFICIENCY

- Quick and efficient services are offered to distinguished guests through highly trained & motivate associates.
- Examples: Audit scores, WOW ratio, Sigma levels

### RESPONSIBLE LUXURY

- The credo of ITC is actualised through responsibility towards guests, associates, and nation & mother earth.
- Examples: Culinary initiatives,training for staff, kitchens of India, carbon positive, LEED certification

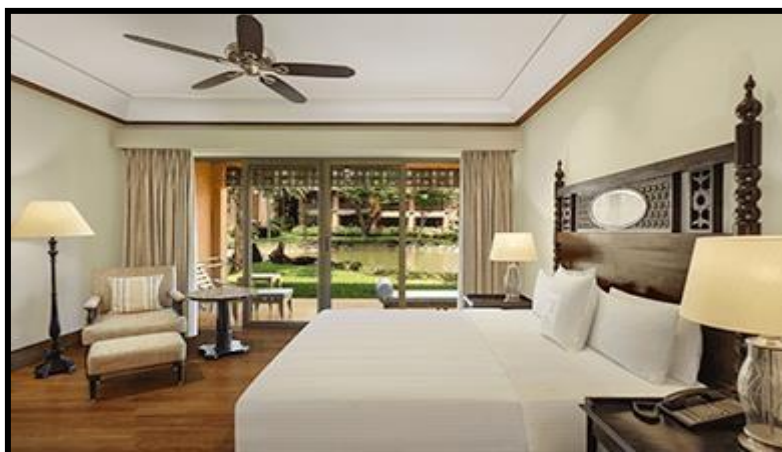
## **TYPES OF ROOMS**

Different room categories the guests can choose from include the following:

- 1) **Garden View Room**– As the name suggests, garden view rooms and rooms facing the lush garden landscapes of the resorts. The rooms feature a private balcony and ground floor rooms have an open-plan bath. All restrooms have spa-inspired sunken tubs.



- 2) **Lagoon View Room**- These rooms overlook the shimmering lagoons that beautify the property all over. The rooms feature a private balcony and ground floor rooms have an open-plan bath. All restrooms have spacious marble bath with sunken tubs.



- 3) **Pool View Room**– These rooms have a beautiful view of the huge pools of the property and feature a private balcony and walk-in wardrobe. It contains a spacious marble bath with sunken tubs.



- 4) **Sea View Room**– These rooms face the artistic view of the Arabian sea from the private balcony and feature architectural motifs of Old Goa. The rooms have a marble bath with sunken tub and some rooms have a secret garden, which is not accessible by the general public.





- 5) **Lagoon View Suite**– The suite has Indo-Portuguese inspired decor and architecture room along with a separate living area and private balcony facing the lagoons. Restrooms have a marble finish with a sunken tub.



- 6) **Sea View Suite**– The suite has a separate living area and kitchenette with a private balcony, overlooking the Arabian Sea. Each suite has Indo-Portuguese inspired architecture with spacious marble bath and sunken tub.



- 7) **Sea View Suite with Lap Pool**– The suite features an exclusive lap pool outside the living room with a private sit-out deck. Facing the Arabian Sea, this suite has a spacious marble bath with sunken tub.



- 8) **Luxury Suite**– The spacious suite features exotic Indo-Portuguese inspired décor facing the picturesque Arabian Sea. It offers a stylish bedroom and a separate living area along with a private balcony. The room has a spacious marble bath with a sunken tub.



- 9) **Presidential Suite**– The most luxurious suite in the resort, the presidential suite offers stunning views of the sea and multi-level pools of the resort with an exquisite bedroom, separate living area, dining room and a private balcony. The presidential suite has a private Jacuzzi overlooking the greenery of the property. Spacious marble bath and sunken tub also features in the suite.





## **RECREATIONS**

Recreations department in the front office is responsible for all duties related to guest entertainment and leisure within the hotel premises. The different sections under recreations department include:

### **Fitness Centre**

Location: Court

Timing: 24/7

Accessible to all guests



### **Kaya Kalp – The Royal Spa**

Location: Court 5

Timing: 7.00a.m.– 8.00p.m.

Spa parlour, salon, spa treatments



### **Swimming Pool**

The property features 3 swimming pools, upper pool, lower pool & kid's pool.

Timing: 7.00a.m to 8.00p.m.

Certified life guards at every swimming pool



### **Games Room**

Location: Pavilion

Games: Table tennis, Pool, Carrom, Ar Hockey

Timing: 9.00a.m to 8.00p.m.

### **Ollie's Club**

Location: Lower pool

Timing: 8.00a.m to 8.00p.m.

Activities for kids like card making, wall-hanging, bottle craft, etc.



### **Outdoor Games & Activities**

If guests want to request for racquets, balls, etc. they can do so from their room and the items must be returned to the hotel. If the guest wants board games and other indoor games they can request for a maximum of 3 items in the room.

Cycling is allowed within the hotel premises for Rs.200/-per hour.

## **INDUCTION PROGRAMME**

Attended a 2 day induction programme (16/05/22, 17/05/22) before beginning to train in our respective departments.

### **Day 1-**

- Information on all of ITC as a brand, it's start up and broadening it's prospects into other fields.
- Development of hotels and FMCG products.
- ITC's core values, motto and slogan.
- COVID protocols.

### **Day 2-**

- All about ITC Grand Goa and it's beginning.
- It's Upselling points and a tour around.
- ITC's premium standards and the right conversation phrases used with guests.
- Introduction to all department Managers.
- A session of brief knowledge into each department was given by Supervisors of all the departments.
- Lastly, answered an exam regarding our understanding about the whole.

## **INTRODUCTION TO FRONT OFFICE**

Front office is the section of the hotel which is responsible for the main business of the hotel. It is the hotel's biggest revenue center and handles all activities related to direct contact with the customers. These activities include check ins, check outs, customer relations, reservations, luggage handling, airport transfers, etc.

The sections in Front Office include:

- Front Desk
- Guest Relations
- Concierge
- Reservations
- Telephone Assistance
- Bell Desk

## **TRAINING SCHEDULE AND TASKS PERFORMED**

No. of Weeks–5

(18/05/2022–19/06/2022)

Shift timings during training in the front office department varied from 9 am–6pm or 11am - 8pm

### **Tasks performed**

- Welcome drinks service.
- Welcoming and greeting guests.
- Explaining property features to guests.
- Delivering medicines to room.
- Receiving third party medicines from time office.
- Coordination with all departments for their requests.
- Getting signatures from Bakery and IRD in amenities voucher daily.
- Décor in rooms for birthdays, anniversaries and guest requests.
- Placement of request cards in rooms.
- Luggage tagging for group check in and FIT.
- Preparing arrival and departure reports.
- Follow-up with guests about stay feedback.
- Escorting guests to rooms, restaurants and beaches.
- Collection of IDs for group check-in.
- Filled in REGCARDS daily.
- Bidding farewell to my guests who I was incharge of.
- Identification of luggage.
- Making of extra room keys on request.
- PR call reports once a week.
- Making of Guest Delight Bank reports daily.

## **Skills and knowledge gained/ Observations**

### **Guest Relations section**

- Vouchers pertaining to celebrations are maintained in the guest relations register.
- Taking signatures on amenities voucher a day prior is necessary to avoid last minute confusions.
- Décor for celebrations must be ready atleast 30minutes prior and cake must arrive atleast 10minutes prior.
- Using of the system 'OPERA' to find out about guest profiles.
- Guest feedback is of utmost importance to curate customized experiences and better performance.
- Angry guests complaining about food, laundry, rooms or waiters must be personally entertained by the concerned department' s managers to make the guest feel important.
- Always interact with guests while escorting guests to room.
- Try using their name atleast thrice in a conversation if known.
- Amenities in VIP rooms include an extended minibar and 4 snacks/ desserts from bakery.

### **Reception**

- Group check-ins require the presence of duty managers and take place at a different location.
- If guest submits Aadhar card as id, they must sign a declaration form as aadhar cards are linked to bank account.
- Rooms assigned prior to arrival in arrival reports are subject to change as per availability.
- Registration card of a guest includes all details such as permanent address, id number, reason of visit, etc.
- Standard check in time is 3pm and standard check out at 12pm.
- Garden view room is the lowest priced room and presidential suite is the highest.
- Never decline guest requests without offering alternatives.

## **INTRODUCTION TO HOUSEKEEPING**

Housekeeping department is the operational department of the hotel responsible for overall cleanliness and organization of the hotel. This includes maintenance of rooms, public areas and other surroundings. It also includes services such as laundry.

### **Location**

Housekeeping department, which include the executive housekeeper's office, housekeeping desk, linen room and laundry are located on the ground floor of the back area.

### **No. of Rooms**

In total over 5 courts, the hotel comprises of 252 rooms.

### **Types of Rooms**

The different types of rooms include Garden View, Lagoon View, Pool View & Sea View Rooms. Suites include Lagoon View suite, Sea View suite, Sea View suite with lap pool, Luxury suite and presidential suite.



## **FUNCTIONS OF THE DEPARTMENT**

The house keeping department is divided into 4 sections:

### **1) GUESTROOMS**

- Cleanliness and maintenance of guest rooms.
- Providing timely housekeeping services to guests.
- Inspection of rooms by the supervisor and releasing it for sale.
- Maintenance of housekeeping pantries.
- Deposit of soiled linen to the laundry.
- Placement of linen and bathroom amenities in the room.
- Stocking the minibar.
- Emptying trash containers and ashtrays.
- Towel art in rooms.
- Reporting technical and maintenance issues to engineering department.

### **2) PUBLIC AREAS**

- Cleanliness and sanitization of all public areas which include lobby, corridors, poolside, hallways, banquet halls, garden ,and public restrooms.
- Cleanliness of all staff back areas and locker rooms.
- Placement of linen and bathroom amenities in public restrooms.
- Reporting maintenance issues to engineering department.
- Emptying trash containers and ashtrays in the corridors and lobby.
- Washing floors, walls and ceilings.
- Vacuuming whenever required.
- Remove all kinds of stains.
- Assist guests with complaints about public areas.
- Polishing furniture and fixtures.

### **3) FABRICARE / LAUNDRY**

- Pick up and delivery of guest laundry.
- Provide laundry services to guests.
- Clean and process all linen deposited by rooms sections and keep it ready for pickup.
- Clean and process all linen deposited by restaurant and keep it ready for pickup.
- Clean and process staff uniforms and keep atleast one set ready daily for every staff.
- Feed washed linen in calendar machine.

- Report technical and maintenance issues of machines to engineering department.
- Maintain and keep inventory record of linen room.
- Report any valuables found in linen to assistant managers.
- Maintenance of uniform room.

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## **GUEST AND ROOM SUPPLIES**

### **GUEST SUPPLIES**

#### **Bedroom**

##### **1) Closet**

- 4 satin hangers
- 5 clip hangers
- 4 regular hangers
- 1 large shopping bag
- Ironing board
- 2 laundrybags
- 1cotton bag with drawstring
- Laundry ticket
- 1luggage rack

##### **2) Glassware**

- 2 highball glasses
- 2 whiskey tumblers
- 2 wine glasses
- 2 water bottles

##### **3) In-room Coffee**

- 1 kettle
- 2 single serving regular coffee
- 1 single serving decaffeinated coffee
- 4 single serving teas(herbal,black,green,jasmine(brand-twinning))
- 2 brown sugar sachets
- 2 white sugar sachets
- 2 milk powder sachets
- 4 paper napkins
- 2 cup and saucers
- 2 paper cups with lid
- 2 silverware teaspoons

#### **Bathroom**

- 1 conditioner
- 1 lotion
- 1 showergel
- 1 shampoo
- 2 soaps
- Cotton pads &Q-tips
- Showercap
- Toiletpaper
- Waste Basket
- Bath salts(suites)
- Mending kits(suites)
- Loofah(suites)
- Shoeshine sponge(suites)
- Hair dryer

#### **Public Restrooms**

- Hand towels
- Paper towels
- Waste basket in every stall
- 1 soap dispenser per sink
- Toilet paper in each stall



## **TRAINING SCHEDULE AND TASKS PERFORMED**

No.of Weeks– 4

(20/06/2022–16/07/2022)

Shift timing during training in housekeeping department was constant from 9am –6pm.

### **Tasks Performed**

#### **Rooms** ( 2 days from the day of joining)

- Assisted with bed making.
- Deposited soiled linen in buggy.
- Placed hand towels in bathroom.
- Placed bathroom terry.
- Placed bath amenities in bathroom.
- Washing of bathroom.
- Placements of water bottles.
- Assisted with vaccuming of the room.
- Cleaning of court pantries and replenishing with guest supplies.

#### **Laundry**

- Folding trolleys of freshly washed towels that including face towels, bath towels, hand towels, swimming pool towels.
- Arrangement and segregation of staff uniforms.
- Feeding bedsheets, duvets, pillow cases, mattress covers, F&B napkins and table cloths in the calendar.
- Putting away soiled linen.

#### **Housekeeping Desk**

- Checking guest CMS on the system.

- Making phone calls to colleagues about guest requests.
- Answering direct guest phone calls.
- Interacting with other departments.
- Noting down lost & found items.
- Inventory of lost & found cupboard and newly received guest supplies.
- Updating of minibar with guest consumed items on the system.
- Entering consumed items of the minibar data on the log book.

### **Skills and knowledge gained/ Observations**

- Bed making.
- Standards for guest bedding.
- Caution board must always be placed outside restrooms and public areas when under cleaning.
- Always announce 'housekeeping' before entering rooms.
- Standard guest supplies in public restrooms.
- Each guest room attendant on an average makes 11 rooms during a 9 hours shift.
- All towels in the bedroom are consistent in color and quality.
- Towels must be neatly and similarly folded.
- Restroom conditions of floor, windows, door, ceilings, vent, lighting must be always proper else communicated immediately to engineering department.
- While mopping in public areas, one side should be left unmopped to facilitate guest movement.
- All important mails from other departments must be communicated by the housekeeping desk supervisor to the team.
- Sufficient training must be provided to all housekeeping personnel.
- The housekeeping desk supervisor must always be attentive to follow up on guest request.

## **EXPERIENCE**

It was overall the best experience I've had. Working at such a fine establishment helped me grow as an individual and also put to use my skills and knowledge for the same.

ITC gave me the opportunity and confidence to find my potential in a very vast field like such. Working in the front office department was truly my best time. However, handling guest complaints and bringing about guest satisfaction to the best of our abilities was one of the biggest challenges I've faced.

Working in the Housekeeping department was as rough and fun as it was. It was the most hectic department in the hotel. Having to be in charge of the most important function in the HK department ie the HK desk was the most crucial time. However, it kept me grounded and had me going everyday.

I'll forever be grateful for this opportunity which has led me to grow into a fine hôtelier.



## FRONT OFFICE



Trainee Uniform



Employee Uniform (GRE)

A photograph of a computer monitor displaying a spreadsheet. The spreadsheet has a blue header row with the following columns: Full Name Of The Associate, Department, Name Of The Guest, Email ID/Mobile Number, Room No., Checkin Date, Checkout Date, and Guest History Update. The rows below the header are numbered 1 through 19, and each row contains the name 'Kimberly' in the 'Full Name Of The Associate' column and 'FO' in the 'Department' column. The spreadsheet is titled 'Guest Delight Bank (GDB)' in the top left corner.

	Full Name Of The Associate	Department	Name Of The Guest	Email ID/Mobile Number	Room No.	Checkin Date	Checkout Date	Guest History Update
1	Kimberly	FO						
2	Kimberly	FO						
3	Kimberly	FO						
4	Kimberly	FO						
5	Kimberly	FO						
6	Kimberly	FO						
7	Kimberly	FO						
8	Kimberly	FO						
9	Kimberly	FO						
10	Kimberly	FO						
11	Kimberly	FO						
12	Kimberly	FO						
13	Kimberly	FO						
14	Kimberly	FO						
15	Kimberly	FO						
16	Kimberly	FO						
17	Kimberly	FO						
18	Kimberly	FO						
19	Kimberly	FO						

Guest Delight Bank (GDB) where we jot down guest preferences for future reference.

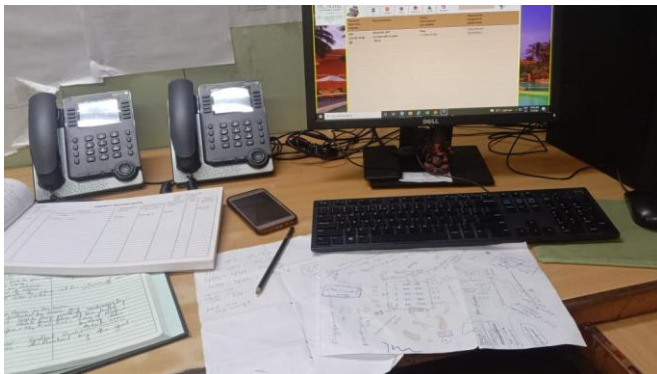
## HOUSEKEEPING



Guest Washroom



Guest Birthday Decor



Housekeeping Desk



Guest Sunken Bath  
tubs



The Pavillion (Outdoor)



The Pavillion



The Silk Route (Shopping area for guests)

