

INTERNSHIP REPORT ON
BAMBOLIM BEACH RESORT,
GOA



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ACKNOWLEDGEMENT

I would like to thank MS Aishwarya Nunes the General Manager and human resource at The Bambolim Beach resort Goa for giving me the opportunity to train at their hotel.

I was also thankful to the whole staff at the Bambolim Beach Resort Goa for their excellent support and guidance during my two months training and letting me learn about the hotel and its function.

ABSTRACT

Food production, Food and Beverage Service, Front Office and Housekeeping are the 4 main and Important Departments of the Hotel.

Each of these departments on its Own play a very crucial role in the smooth functioning of the hotel. Good coordination and communication very important for the smooth functioning of the hotel.

INTRODUCTION

This seafront hotel, set on Siridao Beach, is 7 km from Panjim, the Goa state capital, and 14 km from Karmali Railway Station. Set in colourful, Portuguese Colonial-style cottages, the simple rooms feature flat screen TVs, free Wi-Fi, and tea and coffeemaking facilities. Upgraded rooms include balconies with tile mosaic floors, and suites provide sitting areas. Kids 5 and under stay at no extra charge. A breakfast buffet is free, and there's an open-air restaurant. Other amenities include beach access and an outdoor pool and sundeck, as well as a fitness room and a game room. Parking is included.



HOTEL FACILITIES

- **Free parking**
- **Free WIFI**
- **Room service**
- **Power Backup**
- **Swimming pool**
- **Laundry service/ Dry cleaning**
- **Fitness centre**
- **Airport pickup service**

GROOMING STANDARDS AT BAMBOLIM BEACH RESORT

The Well Groomed Lady

HAIR

- **Should be pulled back, away from the face & tied neatly throughout the shift.**
- **Fringes, layers falling on the face, plaits and braids are not permissible.**
- **Short Hair: 3 inches above the shoulder may be left open, pin away from the face.**
- **Long Hair: Pin into a French roll or a bun with a net. Ponytail if worn must be above the collar.**
- **Hair accessories should be black.**

MAKE-UP

- **Simple basic makeup is mandatory like Eyeliner, kajal, Blush and lipstick.**
- **Use foundation/Concealer to cover dark circles and blemishes.**
- **Sindoor, if worn must be applied neatly and in minimum quantity.**
- **Lip liners are recommended; they should match the lipstick used.**
- **Red Lipstick is mandate. Lipstick colour code: 352 by Lakme, 001 by Colorbar.**
- **A light shade of eye shadow, eyeliner, mascara is required. Earrings are compulsory.**

THE WELL GROOMED GENTLEMAN

HAIR

- Clean, neatly cut and not extending below the ears.
- Hair should be neatly combed in place with the use of hair gel or hair spray, Hair should not oily or greasy.
- Side locks should not exceed half the length of the ear, should be well trimmed and cut straight at the tip..
- Hair should not touch the collar and hair at the nape of the neck should be well trimmed or clean shave at all the times.
- Hair cut should be cut in a short and neat fashion. Mohawk haircut is strictly not allowed.

FACE

- Must be clean shaven. No stubble beard should be visible.
- Moustaches, if kept, should be neat and trimmed, above the
- lip level and not drooping over or covering the lips, • No beard will be allowed.
- The only exception will be made for Sikhs and Islamic religion.

SOCKS

- Socks should be of single colour, matching with the colour of shoes.
- Associates wearing socks with sandals will have to wear light brown or beige coloured socks.

THE HOTEL DEPARTMENTS

At the resort there are a total of 08 Departments which act as the blood vessels for this hotel, with all these 08 departments in perfect sync is the real story to the success of the hotel. The 08 departments are:

- **Front Office**
- **Food and Beverage Service**
- **Food Production**
- **Housekeeping**
- **Sales and Marketing**
- **Purchase**
- **Accounts and Finance**
- **Maintenance**

LISTS OF HEAD OF DEPARTMENTS

- **Owner And Managing Director- Vero Nunes**
- **Owner And Chairperson- Savio Nunes**
- **General Manager / Human Resource- Aishwarya Nunes**
- **FnB Manager - Anil Sankhyan**
- **Executive Chef - Satyasingh Mehra**
- **Front Office Manager - Supriya Santosh Nerlekar**
- **Housekeeping Manager – Devendra Gawas**
- **Maintenance Head - Pradeep Naik**
- **Store Head - Chandan Shirodkar**

FOOD AND DINING

TITANIC BOW

- **Titanic Bow provides delectable steaks and is ideal for a memorable gathering as well as a romantic dinner.**



LA BAMBA

- **La Bamba is an all-day multi-cuisine restaurant that serves wonderful cuisines from across the world.**



ROOM SERVICE

Room Service offers breakfast, specialty dishes and a specially designed snack menu on a 24-hour basis.



FOOD PRODUCTION

INDIAN SECTION

This section is responsible for the preparation of all Indian dishes. The work is subdivided into subsections. such as: Hot Range ,Vegetables, rice, pulao , biryani, meat, Fish, etc are prepared here the banquet dishes can be prepared here too



PANTRY

Most of the orders like tea/coffee , sandwiches , salads, raitas etc are serviced from pantry section



TANDOOR

An Indian method of cooking over a charcoal fire in a tandoor, a cylindrical clay oven. Shaped like a large urn, a tandoor is at least 1 metre (3.3 feet) in height and is often sunk up to its neck in the earth.



CHINESE

Most of the continental soups and chinese items are served from this kitchen



TRAINING INFORMATION

FOOD PRODUCTION

(16TH MAY, 2022 TO 16TH JULY, 2022)

(MAIN KITCHEN)

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As a part of my internship I worked in the pantry section for about two month. One of the busiest area during that time.

My shift used to start at 9 am and end by 6 pm. For the first 5 to 6 days I was told to do work like peeling of onions and potatoes, getting cleaned utensils and giving it to the chef, cleaning the pantry area which the other chef used to spoil (make dirty) and finally setting the dry store properly. After the 6 day they

told me to cut various vegetables like onion, tomatoes, potatoes etc. There was three people in the pantry two chefs and me. One chef left the job. All the work that he was doing they gave me. like making of Tea/coffee, various sandwiches like chicken club sandwich, chicken sandwich, cheese sandwich, veg club sandwich, masala omelet, masala Papad , masala peanut, LOC (lemon, Onion, Chilli). And milkshakes like mango, vanilla, chocolate and strawberry. I also learned how to Sambhar and curd. Chef showed me the making of sambhar and told me you will be making the sambhar next time. They used to make sambhar in every 3 days. I said, “ok” and next time I did the same. what chef showed me and the sambhar was very good. The chef likes it very much. Every morning I used to cut 3 kg of onions and tomatoes. And peeling of potatoes for French fries and sauteed potatoes. The chef told me to make high-tea sandwiches. First he showed me then prepared the sandwiches for 50 peoples. The next day he asked me today which sandwich you gonna make for High-tea. I told him veg sandwich he said “ok”. So I start my work. Took me 1 hour to make sandwiches for 50 peoples. A part from work the hotel took us for picnic in a farm for a day. I enjoyed very much that day. Working in Bambolim beach resort was excellent experienced. All the other sections chef behavior was Good.



High – tea sandwiches (veg- sandwich and cheese sandwich



Chicken club Sandwich



Masala Omelett

CONCLUSION

My Training at Bambolim beach resort was really outstanding, I really had a great time in the Kitchen department as staff were very good over there, I learned a lot as people who I worked with over there taught me many the things. I got to meet a lot of new people from different places in this hotel.

I also learned the values and importance of this industry and experienced that this is much superior field than most of the other field during my training. I am very great full to GENERAL MANAGER MS Aishwarya Nunes giving me the opportunity to work in the department of my choice.

I would always remember the things I have learned when I was working and utilize all the knowledge that I gained from this internship for the future.

SUGGESTIONS

- **I feel that they should improve the quality of food for the staff and the trainees**
- **There should be proper maintenance of the hotel.**
- **Work should be done with more professionally and good communication**
- **Good communication with the guest**



Dated: 16/07/2022

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Krutik Raghunath Majik** has completed his internship with Bambolim Beach Resort, unit of Siridao Beach Resorts Pvt. Ltd. from 16th May, 2022 to 16th July, 2022 for a period of two months.

During the internship, Mr. Krutik worked in our Production Department under our executive chef. He assisted the Executive Chef in preparation of items, ensuring proper portion, arrangement and garnishing of special items. He was expected to ensure professional, courteous, efficient and flexible services and follow operational standards.

We found him to be a dedicated, industrious and committed trainee. His dedication towards the organisation has been helpful to our progress.

His overall performance was **EXCELLENT**

We wish him the best for his career and all his future endeavours!

For Bambolim Beach Resort,



AISHWARYA NUNES

Director of Sales & Operations

THANK YOU