



INTERNSHIP REPORT

Goa Marriott's

Goa PANJIM



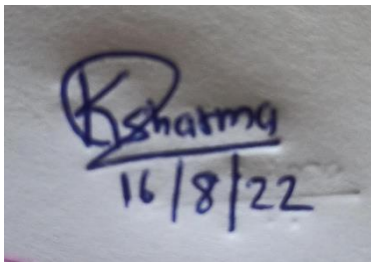
Kunal Sharma

2008

Declaration

I Kunal Sharma student of Goa Business School, Goa University hereby declare that I have completed my 2 months training in Goa Marriott Resort & Spa in the IRD (In room dining) department. From 17th May to 17th July. I hereby also Declare that I have completed my Internship report for Academic Year 2022-2023

The information provided by me in the report is true by my knowledge

A photograph of a handwritten signature in blue ink. The signature appears to be 'K. Sharma' with a stylized 'K' and 'S'. Below the signature, the date '16/8/22' is written in the same ink.

(Designation)

Seat No: 2008

Class 3rd year 2020 Batch

Date: 15th August 2022

Acknowledgement

I would like to express my heart-felt gratitude towards the Training Manager of Goa Marriott Resort and Spa for granting me the permission to carry out my Summer Internship Project at their esteemed organization.

I would also like to thank all the Managers and Associates of the hotel for helping me and allowing me to learn how the hotel industry functions and providing their full

support and guiding me with their experience in the industry.

I would also like to thank the entire team of Goa Marriott Resort and Spa for their continuous support and guidance throughout my training

Last but not least;) I would like to thank all my professors for helping us in getting in this hotel and preparing us for the training. I would like to thank ma'am Poonam Sadekar for motivating our class to complete internship and I would like to thank all the staff of Goa University- Department of management studies.



Certificate of Training

Mr. Kunal Sharma

was undergoing his Internship in the F&B Service Department

At

Goa Marriott Resort & Spa

From 17th May 2022 to 17th July 2022

OVERALL RATING- EXCEPTIONAL

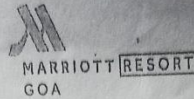
Aldrina Cabral
Assistant Manager- Human Resources

GOA MARRIOTT RESORT & SPA

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MARRIOTT.COM/GOAMARRIOTT

Registered Office: VMSalgaocar Corporation Private Limited,
Salgaocar Centre, E4 Murgao Estate, Off Airport Road, Chicalim, Goa 403711.
Corporate Identity Number: U26921GA1991PTC001168



PERFORMANCE APPRAISAL FOR MARRIOTT INTERN

NAME	KUNAL SHARMA
DEPARTMENT	FRO (FNB)
FROM	17 th MAY 2022
TO	17 th JULY 2022
DAYS ABSENT (DO NOT COUNT DAYS OFF)	

NOTE: ONLY EXECUTIVES OR MANAGERS ARE TO CONDUCT APPRAISALS

PLEASE TICK (✓) THE APPROPRIATE RATING	Exceptional 5 Marks	Good 4 Marks	Satisfactory 3 Marks	Fair 2 Marks
PUNCTUALITY	✓			
GROOMING	✓			
COMMUNICATION	✓			
WORK AREA KNOWLEDGE (ASK FROM IT'S TRAINING QUESTIONNAIRE GIVEN DURING INDUCTION)	✓			
QUALITY OF WORK	✓			
FLEXIBILITY	✓			
SPEED OF WORK	✓			
COMMITMENT	✓			
FOLLOWS INSTRUCTIONS	✓			
INITIATIVE TO LEARN	✓			

TOTAL SCORE (out of 50)

REMARKS :

NAME OF EVALUATOR:

DESIGNATION :

SIGNATURE & DATE :

Hein Prakash Singh
Assistant Manager - F&B Ser
18/7/22 (TRAINING MANA

ABSTRACT

Food and Beverage Service, Front Office, House Keeping, Food Production, Engineering are some of the main departments of the hotel. Each department is equally important. I got the opportunity to do my training in Food and Beverage Service.

Introduction



Marriott International is a worldwide operator and franchisor of a broad portfolio of hotels and related lodging facilities. Founded by John Willard Marriott, the company is now led by son J.W. Bill Marriott. J.W. Marriott International opened its first hotel in 1957, the Twin Bridges Motor Hotel in Arlington, Virginia. Ten years later, in 1967, Marriott opened its first resort hotel, Camelback Inn. By 1999 there were over 360 Marriott Hotels and Resorts in more than 47 countries worldwide. Marriott International has about 3150 lodging properties located in the United States and 68 other countries and territories. Marriott India is the Indian Division of the Marriott International Hotel chain. It was established in 1998 and opened its first hotel, The Goa Marriott Resort and Spa, on 15th December 1999 in India.

Location

Goa is a much-featured destination on the World Tourism map. This tiny emerald covering 3702 sq. km has a 105 km long coast line lapped by the Arabian Sea. The state is bordered by Maharashtra and Karnataka. Temperate climate, diverse landscapes, wide, sandy, palm-fringed beaches, clean waters and an aura of serenity attract many tourists from all over the world.

Goa is pleasant throughout the year and it rains between June and September. Goa is reachable from Bangalore, Mumbai, Mangalore or Pune by road or rail. Convenient railway stations are Margao, Tivim and Vasco. It is linked by air to most major Indian cities,

Goa is best known for its beaches and most tourist attractions are centered around five towns namely Panaji, Margao, Vasco and Ponda and Mapusa,

In and around Panaji: Baga Beach (18 Km), Calangute Beach (16 Km), Dona Paula (7 Km), Mangeshi Temple (18 Km), Old Goa (10 Km), Shantadurga Temple (33 Km).

Vision Statement of Marriott

“To be the Global Hospitality Leader

Philosophy of Marriott

“Take care of your employees and they will take care of the guests.

Core values

- Putting People First. Pursuing Excellence.
- Embracing Change.
- Acting with Integrity.
- Serving our Words.

DIFFERENT BRANDS OF MARRIOTT

- ✓ Full Service Brands: JW Marriott Hotels, Delta, AC Hotels, The Ritz Carlton, The Marriott Hotels & Resorts, Moxy Hotels, Renaissance Hotels, Bvlgari Hotels & Resorts, Protea Hotels, Autograph Collection, Edition.
- ✓ Select Service Brands: Courtyard by Marriott, Spring Hill Suites, Fairfield Inn &
- ✓ Suites. Extended Stay Brands: Residence Inn by Marriott, Towne Place Suites, Marriotts, Executive Apartments, Grand Residences by Hotels Marriott
- ✓ Other Brands: Marriott Vacation Club, Gaylord Hotel

GROOMING STANDARDS OF GOA MARRIOTT

RESORT & SPA

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 Lipsticks is mandate. Lipstick Colour code: 352 by Lakme, 001 by

Colorbar.

A light shade of eye shadow, eyeliner, mascara is required.

Earrings are compulsory.

Socks if worn must be of skin colour.

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 look oily or greasy.
- ❖ 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-shaven at all the times.
- ❖ Sideburns/Side locks should not exceed half the length of the ear, should be

Types of Rooms

GUEST ROOMS

- North Wing: 53 Rooms Garden View- 27 Double/3 King
- Bay View- 14 Double/6 King Bay View-28 Double/ 40 King

- Suites-3 King

2) South Wing: 127 Rooms

- Garden View- 17 Double/ 37 King
- Suites-5 King Total Rooms 180.

SIZES OF ROOMS

Single Rooms-230 sq.ft+85 sq.ft Bathroom area Double Room- 230 sq.ft+85 sq.ft Bathroom area Suite-690 sq.ft+85 sq. ft Bathroom Area

ROOMS TYPE WISE

- GNK-Garden View Non Smoking King GND- Garden View Non Smoking Double
- GSK-Garden View Smoking King GSD-Garden View Smoking Double
- BPK- Bay View Patio King
- BPD- Bay View Patio Double

- BND- Bay View Non Smoking Double BNK-Bay View Non Smoking King BSD- Bay View Smoking Double JNK (Suite)- Junior Non Smoking King
- JSK (Suite)- Junior Smoking King

ROOM FACILITIES

- Mini Bar
- Safe Deposit
- Cable TV
- Wifi facility
- Wardrobe
- Full Length Mirror
- Hair Dryer
- Shower Cubicle and Bath Tub
- Tags like DND, Clean my room, Collect my laundry, etc

Types of meal plan

- BB- Bed and Breakfast
- MAP-Modified American Plan
- AP-All Meals
- RO-Room Only
- DND-Do Not Disclose
- DBRT-Direct Billing Room and Taxes
- EPO- Each Pay Own

TYPES OF ROOM PACKAGES

- RO* EPO-Room Included
- BB* EPO-BB plus Room
- MAP*EPO-BB plus one major meal
- APAI EPO-BB plus Lunch plus Dinner (All Meals)
- Third Party Booking
- RO* DND* DB/RT* INCD* EPO
- BB* DND* DB/RT* INCD* EP
- MAP* DND* DB/RT* INCD* EPO
- APAI* DND* DB/RT* INCD* EPO

FACILITIES OFFERED AT THE HOTEL

- Doctor On Call
- Concierge Services Safe Deposit Lockers
- Quan Spa Kids Club
- Fitness Centre In room dining
- Laundry service
- Sightseeing trips
- Swimming pool
- Differently abled guest facilities Fire alarm flasher for hearing impaired individuals
- Wifi facility
- Business center

MEMBERSHIP BENEFITS

Club Marriott is a food and beverage preferred dining program of hotels of Marriott international in Asia pacific.

Join the club Marriott membership of Goa Marriott resort & spa and enjoy unique culinary experience.

- **Waterfront terrace & Bar**: Is our all-day dining restaurant
- **AZ.U.R.**, our lounge adopts different moods through the day.



- **Simply grills** is ideal for a romantic dinner or a family gathering while our Cake-Shop offers the finest cakes, pastries and much more

Discounts on the food bill

- 1) diner per table- 20% discount.
- 2) diner per table- 50% discount.
- 3) diner per table- 33% discount.



- 4) diner per table- 25% discount.
- 5) to twelve (12) diners per table- 20% discount.

Beverage Discounts

- 20% discount on all alcoholic and non-alcoholic beverages.

Other Benefits

- 20% discount at the cake shop.(not applicable on retail or any merchandise)
- Member's Day: enjoy a 50 % discount on your food bill while dining on Tuesdays at the waterfront terrace & bar, Wan Hao (Dinner Only) and Simply Grills (Dinner Only) up to a maximum of 10 guests.

Food & Beverage Vouchers

- voucher entitling the Bearer to a 100% Discount on a buffet lunch or dinner for two guests at waterfront terrace & bar from Monday to Saturday.
- voucher entitling the Bearer to a 50% discount on the food bill and a
- 20% discount on the beverage bill over lunch and dinner at Waterfront Terrace& Bar from Monday to Friday. This benefit is valid for a maximum of ten (10) guests.
- voucher entitling the Bearer to a 100% discount on a cake (max.1 kg) while dining at any of the restaurants. Advance reservations of a minimum of
- 24 hours are required to avail of this benefit.

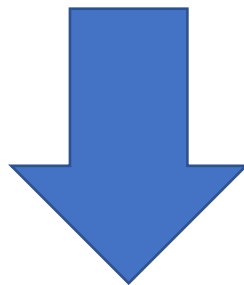
Accommodation Vouchers

- voucher entitling the Bearer to a 100% discount on night stay on a room only basis. This benefit is valid for two guests from Sunday to Thursday (not valid on Friday and Saturday) in the base category of room. Reservations must be made in advance and are subject to room allocation availability. Available Rate on the base category of rooms. This benefit is valid on any day of the week for a maximum of three consecutive nights per stay / per voucher.vouchers entitling the Bearer to a 20% discount on the Best Reservations must be made in advance and are subject to allocationavailability.

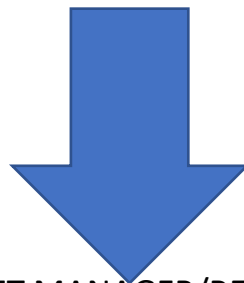
vouchers entitling the Bearer to a 50% discount on the Best Available Rate on the base category of rooms. This benefit is valid from Monday to Thursday

HIERACHY

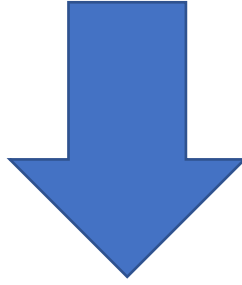
DIRECTIOR FOOD AND BEVERAGE



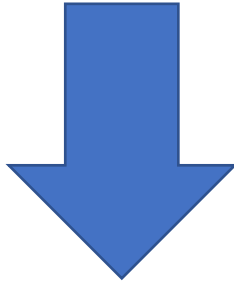
ASSISTANT FOOD AND BEVERAGE MANAGER



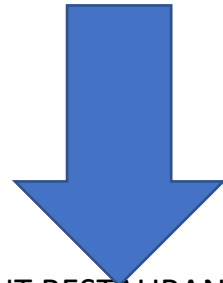
BANQUET MANAGER/RESTAURANT



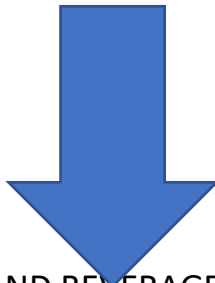
MANAGER/BEVERAGE



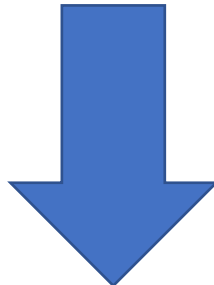
MANAGER



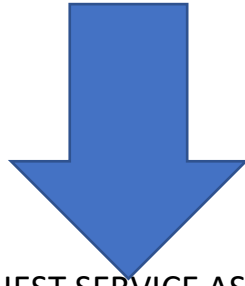
ASSISTANT RESTAURANT MANAGER



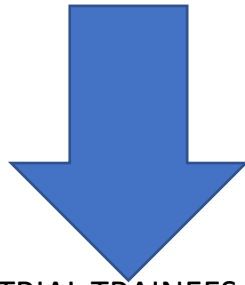
FOOD AND BEVERAGE EXECUTIVE



LEAD GUEST SERVICE ASSOCIATE



GUEST SERVICE ASSOCIATE



INDUSTRIAL TRAINEES/APPRENTICE

My training experience on Food and beverage department at Marriott's Resort and Spa

In the period of 2months my shift was divided into day and night 1month each. Both the shifts were totally different in situation, work pressure and daily routines. According to me what I experienced morning shift was non stop work from the moment I step in my department and at night orders were very less compared to day shift. But in night shift I was assigned to setup my work area for morning shift. I was lucky to get supporting seniors , they guided me as well helped me doing my job rather ordering me. Working in this department I realized how hotel industry worked 12hr straight shift were u had to do over time if there was non stop orders, but in the other hand I gained lot of confidence from interaction with the guest. Sometimes there were guests who were hard to deal with but due to my seniors instructions, matters never went that bad. when guests were satisfied with my service I used to get rewarded with some amount which made me more motivated towards my work. It feels good when someone appreciates your work and you tend to work harder. After few week's I learned how system worked with the help of my senior , I learned closing of bills and

punching KOT AND BOT. Once I learned closing bills and punching orders there were less pending of orders because I didn't have to wait for my seniors to do punching or closing the orders that way work happened more efficiently. The farewell party thrown for me was very overwhelming, I am thankful for each and everyone in the team for welcoming me and sending me off with a warm heart.

During my training I performed various tasks:

- ✓ First day my task was observing the things and cleaning the working area.
- ✓ Clearance of the floor (Every 2hrs)
- ✓ Cleaning of coffee machine
- ✓ Cleaning and arranging, Alloting refrigerator
- ✓ Getting fruits for Amenities
- ✓ Checking all the warmers and cleaning them
- ✓ Setting up the salver's and trays
- ✓ Alloting plates in the station
- ✓ Checking stocks and picking store
- ✓ Setting up cutlery
- ✓ Closing bills
- ✓ Dropping and picking up laundry (Table cloth, Napkins)

Conclusion

Goa Marriott's resort and spa was very good experience and an excellent journey. It was good working in their department. There were many staff who liked my performance. And were many who helped and I got to know a lot of things. I am lucky that I got an opportunity of working under them. I am confident that the experience I gained over the training will be beneficial to me in the future.

SUGGESTION

- Hotel has to improve the standard of service.
- To bring a lot of equipments in the hotel as they have limited stock.
- Should appreciate current staff and give them bonus to

- Marriott has to see that their staffs are happy and they are retained because most of their staffs is leaving the hotel.
- To maintain the par stock registers
- The hotel should treat their trainee as their hotel staff.
- The hotel needs to come up with a way to identify their trainees in order to avoid confusion