Internship Report

Dissertation Submitted to the Goa University



By

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Goa Business School Goa University In my training period in palm grove residency I learnt the following mentioned below .



Pool bar





Restaurant in the night

The liquor store this was the place all the alcohol was stored and take it to the bar



- I worked as a bartender I had to make drinks and serve them.
- The most popular cocktail was the <u>whiskey sour</u> the recipe 60 ml bourbon whiskey 1 egg white 2 dashes angustra bitter lime or lemon juice 30 ml first dry shake (with out ice) and then normal shake with ice and strain it in a rocks glass.



<u>Margarita</u>

cocktail consisting of tequila, orange liqueur, and lime juice often served with salt on the rim of the glass. The drink is served shaken with ice (on the rocks), blended with ice (frozen margarita), or without ice (straight up). The drink is generally served in a stepped-diameter variant of a cocktail glass or champagne coupe called a margarita glass.





<u>Cosmopolitan</u>

Cosmopolitan cocktail, typically referred to as the 'Cosmo,' gained popularity during the 1990s when it was frequently mentioned on the television show Sex and the City. The combination of vodka, orange liqueur, lime juice, and cranberry juice have made it a classic cocktail.

• <u>Daiquiri</u>

The <u>Daiquiri</u> was supposedly invented in 1898 in the eponymous mining town of Daiquiri on the southeastern tip of Cuba by an American mining engineer named Jennings Cox. It was introduced in the United States a decade later, when a U.S. Navy medical officer brought the recipe from Cuba to Washington, 60 ml of white rum 30 ml lime juice and 15 ml sugar syrup Shaken and fine strain in a Martini glass .



• South side

It has been proposed that it gets its name from either the South Side district of the city of Chicago, Illinois, The drink may have been the preferred beverage of Al Capone, whose gang dominated Chicago's South Side.(60 ml gin mint leaves 12, lemon juice 30 ml sugar syrup 20 ml and fine strain.





• <u>Clover Club</u>

The <u>Clover Club Cocktail</u> is a cocktail consisting of gin, lemon juice, raspberry syrup, and an egg white. The egg white is not added for the purpose of giving the drink flavor, but rather acts as an emulsifier. Thus when the drink is shaken a characteristic foamy head is formed and fine strained in a Martini glass.

• <u>Screwdriver</u>

is a popular alcoholic highball drink made with orange juice and vodka. In the UK, it is referred to as a "vodka and orange". While the basic drink is simply the two ingredients.

Long Island iced tea

A Long Island iced tea or Long Island ice tea is a type of cocktail typically made with vodka, tequila, light rum, triple sec, gin, and a splash of cola, which gives the drink the same amber hue as iced tea. Robert "Rosebud" Butt invented the Long Island iced tea on Long Island, New York in the '70s. he created the cocktail as part of a contest while working at the Oak Beach Inn on Long Island.



Free Pouring

• <u>Jigger</u>

is the little hourglass-shaped stainless steel measurement tool that helps pour alcohol accurately. The benefits of using a jigger are hitting standard liquor pours consistently, keeping pour costs down, an getting a hold of your liquor inventory control with a variance formula.

- The same advantage using a standardized recipe gives a kitchen. But the benefit of not using a jigger, or free pouring, is speed. And speed means money in the biz. A lot of people also think it looks a lot cooler.
- Pour Counts: How to Free Pour
- How Do You Count When <u>Pouring</u> Alcohol?
- The generally accepted free pouring technique and bartending counting method is to use a 4 count and have each number equal half an ounce poured.

 A Great way to practice is using wine glasses with pour lines. Pick a few up and you'll know exactly what ounces you're hitting during your counting. You can't make it as a bartender if you only know how to pour beer.



For many businesses in the hospitality field, beverages alcoholic drinks in particular — account for a significant chunk of both revenues and costs. That's why having a solid handle on your bar inventory is a must.You need to establish processes for taking stock of your liquor. Measuring and counting your inventory on a regular basis enables you to make smarter ordering and stock keeping decisions. As a result, you'll always have the right amount of beverages at the right time.

Proper bar inventory control also keeps your business healthy and in check. Most bars and restaurants are losing 20% of their bottom line due to over-pouring, spillage, and theft. With the right stock control solution in your bar, you can prevent and eliminate these issues. You can also maintain a healthy bank balance.

What is bar inventory management?

Bar Inventory Control Methods: 2 Ways Take Stock of Liquor

Traditional Bar Inventory Control

- Step 1 Enter Your Beginning Inventory
- Step 2 Enter the Received Inventory
- Step 3 Enter the Current Inventory
- Step 4 Calculate Your Consumption
- Step 5 Review Your Data
- Modern Bar Inventory Control
- Step 1 Scan the Barcode
- Step 2 Enter Your Inventory Quantities
- Step 3 Let the App Do the Rest and Review the Info
- Bar Stock Control: General Tips and Best Practices
- Keep a Consistent Schedule

Consider Conducting Inventory Counts Every Week

Be Organized

Conduct the Count Outside of Business Hours

Pay Attention to the Data

Time to modernize stock counts in your bar?

You know how critical bar inventory control is if you run a bar, restaurant, or any establishment that serves alcohol. For many businesses in the hospitality field, beverages — alcoholic drinks in particular — account for a significant chunk of both revenues and costs.

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Proper bar inventory control also keeps your business healthy and in check. Most bars and restaurants are losing 20% of their bottom line due to over-pouring, spillage, and theft. With the right stock control solution in your bar, you can prevent and eliminate these issues. You can also maintain a healthy banka. Ultimately, the goal of bar inventory control is to achieve optimal stock levels, where you have the right amount of liquor at any given time.

This is important because having too much stock on hand ties up your capital and bar space. On the flip side, not having enough of the right beverages can diminish customer satisfaction.

As such, you need to strike the right balance in your bar, and having sound stock control practices will help you do that.

Interdepartmental Transfer IDT

This is a very important process in which from one outlet a transfer of certain alcohol is been transferred to the next. And we got to do this on a operating system called **touche.** And later we got to file this back on a file and keep it as a proof.

• ISO AUDIT

The most common certifications for the hospitality industry include: ISO 9001: ISO 9001 is the leading quality management systems standard and is the most widely used of its kind in the world. It outlines a framework and set of principles that hospitality companies can use to manage their organization practically.

- An official comes to check the status of the bar and kitchen if proper standard are been followed or no.
- The entire bar needs to be deep cleaned all opened items needed to be date tagged.

I also sold (3 Dom perignon)(2 Moet Chandon Rose) and I got a 5 % incentive on each sale if the bottle was sold above 10k

PALM GROVE RESIDENCY

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Ref: PGR/2021/048

Date: 06/08/2021

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Lennon Charles Araujo was employed in Palm Grove Residency in the position of Waiter in the Department of Food and Beverage Services from 01st December, 2020 to 31st March, 2021.

During his tenure we found Mr. Lennon Charles Araujo very punctual and hard working in his duties.

We wish him all the best and success in his future tenure.

This certificate is issued at his own request.

Yours faithfully, For, Palm Grove Residency,

adravel.

LOURENCINO RODRIGUES Proprietor

PALM GROVE RESIDENCY Dias Ward, Cavelossim, Saloste - Goa 403 731