

INTERNSHIP REPORT AT **TAJ RESORT AND COVENTION CENTRE, GOA**



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ACKNOWLEDGEMENT

I, Martin Michael D'Souza, 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

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. Maheep Garp (Sous Chef), Ms. Sonakshi Soni (Sous Chef), 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 2 month program started on 18th 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 gave me a lot of exposure into the Hotel Industry and showed me how the hotel functions systematically 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, MUMBAI

1970

- TAJ LAKE PALACE, UDAIPUR

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

IHCL

THE INDIAN HOTELS COMPANY LIMITED

IHCL was founded in 1868 by Jamsetji Tata and is headquartered in Mumbai, Maharashtra. It has more than 196 hotels in 80 locations across 4 continents and in 12 countries, with over 20,000 rooms and 25,000 employees.

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. The company is being managed as a subsidiary of India's Tata Group.

The company was founded by Tata Group founder and industrialist Jamshedji Tata. He incorporated Indian Hotels Company Limited in 1899. The first hotel of the company was opened. The Taj Mahal Palace Hotel in Colaba neighborhood of Mumbai was opened in 1903. It was the first five star hotel in India with modern elevators and Russian carpets.

Our Brands

Taj:-

The hallmark of Indian hospitality, Taj personifies tradition and warmth. With hotels ranging across iconic locations, living palaces, exotic resorts and scenic safaris, Taj delivers unmatched experiences and lasting memories for guests around the world. With a service culture that has been nourished over 116 years and practiced across 50 global destinations, Taj is all about the heart behind the process.

SeleQtions:-

An ensemble of curated experiences, SeleQtions encapsulates an inimitable collection of properties with a distinct character. With a strong story beneath; either of its historic lineage, design principle or just the creative premise, these spaces make for matchless experiences for the experiential traveler. The

theme, décor, service and even the cuisine is special and peculiar to its premise.

Vivanta:-

A smart collective of business and leisure hotels, Vivanta celebrates the uniqueness in one's individuality. Disruptive in their purpose and persona, these destinations hold inside them, many hints of surprises that make one feel special.

Ginger:-

Customers expect more for their money and want to stay in spaces that are inspiring and energizing. This is the reason Ginger exists. Catering to the new Indian, this sassy range of new-age hotels across the country are designed for a smooth transit through a variety of extremes.

Welcome to a new world of fusion where the boundaries of work and leisure are blurred, where local merges with global and where contrasts come together to create unique yet relatable seamless experiences.



Taj Hotels is a chain of luxury hotels and a subsidiary of the Indian Hotels Company Limited, headquartered at Express Towers, Nariman Point, and Mumbai. Incorporated by Jamsetji Tata in 1903, the company is a part of the Tata Group, one of

India's largest business conglomerates. The company employed over 20,000 people in the year 2010.

As of 2020, the company operates a total of 100 plus 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.

History

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.



Taj Mahal Palace, Mumbai

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. 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.

In 1974, the group opened India's first international five-star deluxe beach resort, the Fort Aguada Beach Resort in Goa.



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.



Falaknuma Palace in Hyderabad

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, in Chennai and Savoy Hotel in Ooty. 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 specialized 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.

In 2005, The Pierre in New York City was acquired.

On 9 March 2022, Taj Exotica Resort & Spa, The Palm, Dubai, was opened. The hotel is the recent addition to The Taj Hotel

group. Other properties of the group include Taj Jumeirah Lakes Towers Dubai and Taj Dubai.



Taj Jumeirah Lakes Towers Dubai

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 speciality 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 stilted roots of the Banyan tree, keeps the vibe easy and the views spectacular.

The convention centre, is the centre piece. 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 flavor.

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, and JCB International.
- Pets are not allowed.

Hotel Essentials

- GSTIN : 30AAACF2845D1ZB

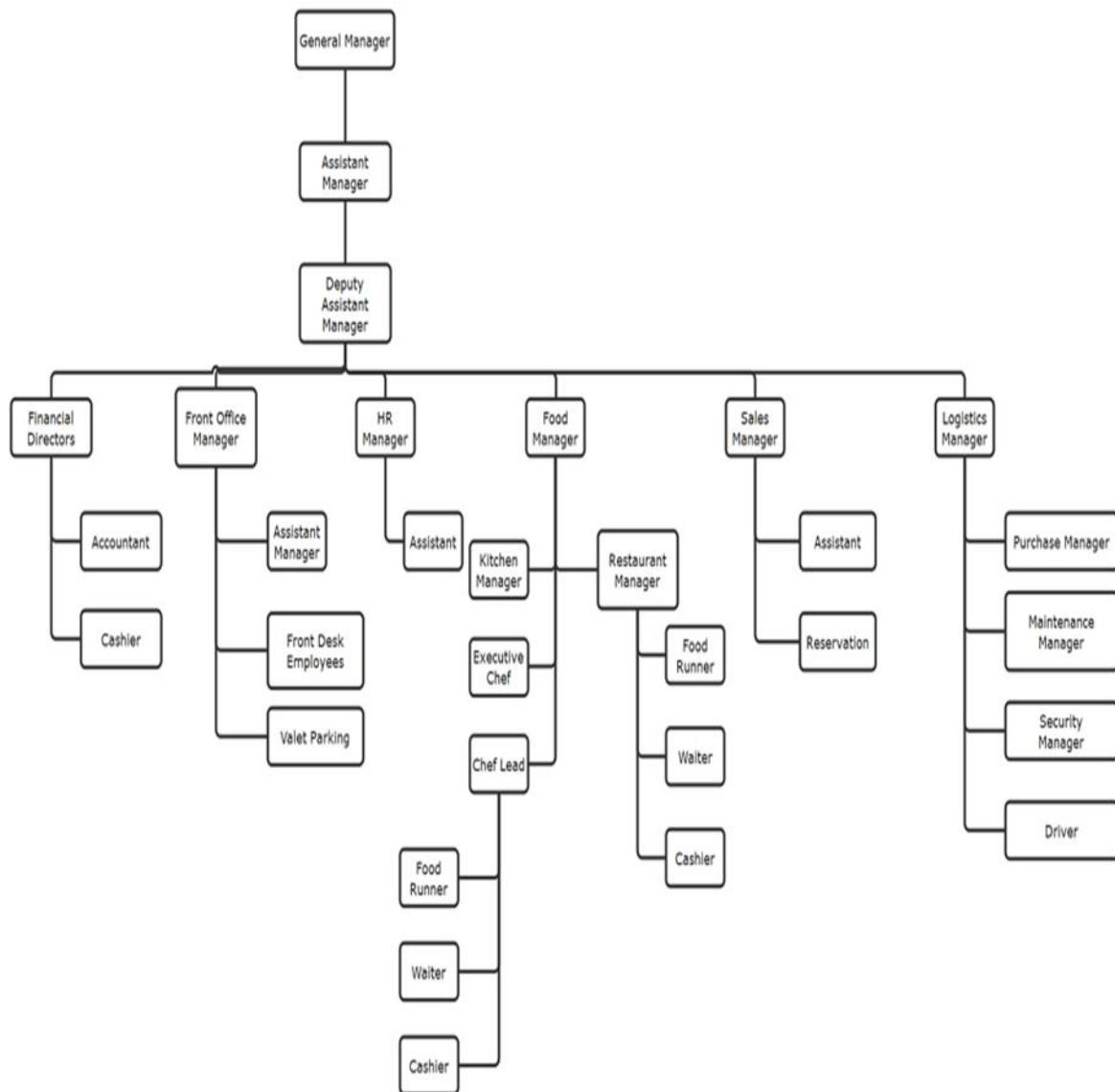
Competitors

Top 5 Taj Hotel Competitors:-

- Oberoi Hotels & Resorts.
- The Leela Palaces.
- Stamford Hotels and Resorts.
- Capella Hotel Group.
- Pestana Hotel Group.

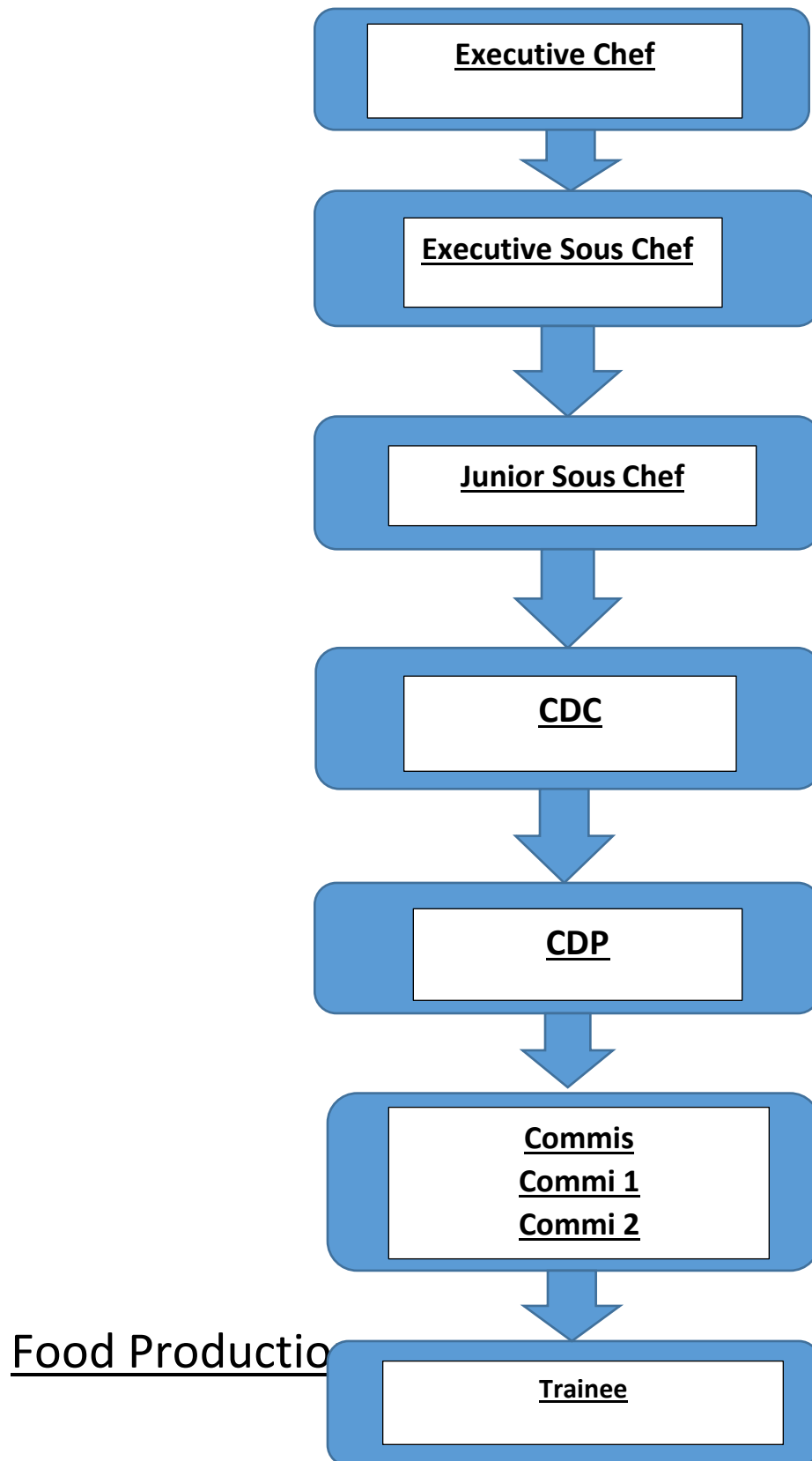
Hotel Organizational Structure

Hotel Organizational Chart



Food Production

Food Production Hierarchy Chart:



The food production department, commonly called the Kitchen department, involves the preparation of food, while the delivery is done by the F&B department.

The food production Sections consists of:

- Asian
- Continental
- Indian
- Tandoor
- South Indian
- Pantry
- Italian
- Garde manager
- Butchery
- Goan
- Bakery
- Banquet kitchen

Walk-in:

- Vegetable walk-in
- Fruit walk-in
- Butchery Freezer
- Butchery walk in
- Garde Manger Freezer

During my time of internship I worked in 2 sections which are Butchery and Pantry.

Butchery

Butchery is the art of selecting, slaughtering, deboning, cutting and preparing meat.

This is a section of food productions department responsible for storage of perishable foods both raw or cooked, and where food stuff such a meats, fish, poultry and game are prepared and are kept ready for cooking

In butchery I learned a lot about the different types of cuts used for meats for eg curry cut of chicken, lamb leg deboning, lamb leg curry cut, how to fillet a fish, how to de-vein prawns etc.

Only the beginning was a bit hard to cope up with everything but once u got used to doing it every day it becomes way easier.



Me deboning a fish



The picture above is the butchery store we used to bring from Cidade Goa it was like a requisition. Like they would give us a particular number and we had just tell the store staff the number and they would give us whatever was on the requisition.

Sometimes when there was conferences we had to de-skin chicken. Like a single chicken packet was 1kg and a full bag back of chicken (20 packets) would be 20kgs we had to clean like min 400-500kgs of chicken. But it was fun, because there was a lot of teamwork involved.

Pantry

The pantry is a place where all fruits, cheeses, milkshakes, smoked salmon, and different types of meat cold cuts is available.

Juices

At my time as a trainee I learned to take a few juice orders with the juice extractors like:

Watermelon juice

ABC juice (Apple, beetroot, carrot)

Orange juice

Cucumber and mint

TC juice (Tender Coconut)

Mixed fruit juice

Fruits

Fruits would mostly go for buffet, like fruits like: Watermelon, musk melon, papaya, pineapple, grapes, Pomegranate, Guava, and Peaches etc.

Fruits would even for ala-carte orders like Fruit platters.

The fruit platters would mostly be apple, banana, guava, pineapple

Whole fruits would mostly go for amenities like only for ird (in room dining) for VIPS

VIP 1 would have: 2 apples, a bunch of grapes, 4 bananas, 2 pears, 2 oranges.

VIP 2 would have: 1 apple, 2 bananas, 1 pear & an orange.

It was placed in a specific order with a banana leaf on the side

Milkshakes

Milkshakes would mostly be made in bulk with a hand blender for buffet in the morning and high tea in the evening.

If incase very rare an ala-carte order would come we would blend it in the mixer and pour it in a glass.

Cereals and Dry Fruits

Muesli, cornflakes, whole wheat cereals, granola with dry fruits, choccos, fruit loops, oats

Almonds, dried peaches, raisins, walnut, cashew and fig

Milk

The milk served in the hotel was: regular milk, pasteurized milk, almond mild, skimmed milk, soy milk & lactose free milk.

Cold Meat Cuts

Cold Meat served in the hotel was Pork Salami, Chicken Salami, Smoked Salmon and Ham.

Salads

Green Salad: with a dressing and olive oil

Quinoa salad: they are made from wheat free seeds called quinoa. It's made by cooking it and adding the dressing, they also add honey & raisins.

Feta cheese salad: mix of lettuces, cherry tomatoes, pepper, cucumber, seasoning, dressing and feta cheese.

Sandwiches

Coleslaw- its simple sandwich with a mixture of mayo, cabbage, carrot, capsicum, seasoning and vinegar.

Veg Charlie sandwich- small white bread with Goan chutney and cheese. It is cut 1 by 4 and stacked with a cherry tomato

Chicken Tikka Grilled Sandwich- mix chopped chicken tikka with sliced onions and chilly and mint mayo and fill up the bread and then toast it.

Salsa

Tomato salsa & pineapple salsa

Hero ingredients- tabasco & olive oil – tomato & pineapple

We also kept Curd, Curd Rice and Raita in the pantry for backup

Conclusion

I find myself lucky enough to having worked at TAJ resort and Convention Centre, Goa. I don't think I would get more exposure to the industry for it being my 1st internship in any other property better than Taj.

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

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

I have learned a number of things while my time there but most importantly I have seen myself grow