

Sterling Holidays Resorts Ltd.

Holiday Differently!



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Acknowledgment

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Methodology

Data for this report is gathered by both primary sources that by the help of my manager and through secondary sources that is from the website.

Introduction

This report briefly introduces Sterling Holiday and my learning in the HR department.

About Sterling Holidays

Sterling Holiday Resorts Limited (known as Sterling), a holiday lifestyle company, was incorporated in the year 1986. In 2015, Sterling Holiday Resorts India Limited became a 100% independently managed subsidiary of Thomas Cook India Limited (TCIL) in the back of the former's equity shares being bought in an off-market transaction by Thomas Cook Insurance Services (TCISIL).

Thomas Cook India Limited (TCIL) traded on stock exchange as NSE: THOMASCOOK; BSE: 500413. Sterling currently has 32 resorts in India. Sterling Holiday Resorts Limited, signed an agreement in October 2015 to acquire Nature Trails Resorts Private Limited – an adventure holiday company that operates resorts at 4 destinations in Maharashtra. It has been reported that the company is looking at expanding to more destinations. Sterling was established in 1986 in Chennai , India, and opened its first resort, Lake View Kodaikanal (the resort has been recently renamed as Kodai – By The Lake). Sterling Holidays expanded to 11 resorts by the year 1988.

Vision

To provide varied holiday themes.

Mission

Happiness, togetherness and discoveries.

The Varca beach is unlike others. Its white sands and pristine water makes it stand apart from others. It is peppered with palm trees, coconut trees and shrubs along its 10 km coastline. It is also less crowded than other beaches of Goa. Sterling Goa - Varca is just 700 m from this surreal beach. The resort can assist in organising boat rides.

Sterling Goa - Varca is spacious in design and has 71 well-appointed rooms. It has an air-conditioned conference room, a swimming pool and a fully equipped gymnasium. The Holiday Activity Centre ensures that the guests have a great time playing indoor and outdoor games. Come to Sterling Goa - Varca to experience a tropical paradise.

Rooms

There are 3 types of rooms

1. Classics Room
2. Premier Room
3. Privilege Room

Dining

Experience unique Goan delicacies at Sterling Goa - Varca's restaurant. The restaurant provides breakfast and dinner buffet and an à la carte menu to choose from. The Restaurant offers many interesting dishes like the Rawa Fried Fish and Mushroom Amsol.

LOCAL Restobar: The on-site lounge is the perfect place to unwind, relax and let down your hair. Enjoy creative cocktails, wine, beer, imported liquor along with delicious finger food. Pint 'O' Fun is open during lunch and dinner.

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Events

Be it Meetings, Reunions, Weddings, Conferences or any other Events, Sterling Goa-Varca is the ideal choice.

PEP'S

People

Passionate, Warm & Friendly

Experiences

Family Oriented, Efficient , Trustable & Transparent

Place

Destination Experts, Best - in - class Resorts

Spark Of Joy

Putting guest first, and taking care of the rest.

People: passionate in what we do and be warm friendly at all time to our guest and to each other.

Experiences : we deliver experiences that creat memories (and not just provide food , accommodation and sightseeing) have efficient processes that serve up customer delight and be transparent and truth worthy all the times.

Places : Our resort will demonstrate comfort, class and will be on par with the best, while reflecting knowledge of the destination, it history, folklore , food , interesting location and more.

Spark Joy: Every action that we take , every word that we utter and every sign we commit must result in Joy - to our customers and to our colleagues. We go out of our way to spark joy



Shots Of Life

Our logo based on the idea that in life , we experience bursts of adrenaline that help us break away from the mundane.

These bursts are what we call ‘ shots of life’ .

Each strand of beads here represents the sudden bursts of adrenaline that make up the highs of life.

It all comes together to form a pinwheel in the wind , symbolising , experience and places , our three key brand pillars.

General Manger

(Ranbir Singh)

EAM& F&B (HOD)

(Nitesh Singh)

EAM &F&B Production

(Kamal K Raju)

Front Office& SPA

(Viven Mascarenhas)

Housekeeping

(Prem Kumar)

Purchase &Stores

(Danish Shekh)

Finance

(Vinay Prabhu)

Human Resources

(Velyfin Teles)

Learning &Development

(Ankit Sama)



The result is a vibrant symbol full energy .

Royal purple : the dominant colour , connotes rich experiences and discoveries .

It makes our identity stand apart from other brand colours and lends an air of sophistication.

Warm red : embodies desire and passion , so it is used as a representation of people.

Bright yellow: represents the energy of diverse places.

Logo Essence

Put together, every element of this unit forms an identity that is quintessentially Sterling.

Energetic

Vibrant

Delightful

Contemporary

Meet Raj Rex

- Meet our “Discovery Mascot “
- Genesis of the mascot is from “ Rajasaurus Narmadensis”(a dinosaur of Indian Origin) and we have named him “Raja Rex”.
- Cute , naughty and inquisitive, he is waiting to help you discover different activities and experiences.
- Encourage everyone to partake in fun activities and keep discovering new things.



Responsibility

1. Incharge of the onboarding process end - to - end.
2. Induction and property round.
3. Maintaining all records of newly joined employees and left employee details.
4. Managing employee information & personal files / employee record.
5. Maintaining an excel sheet with employee details.
6. Making of reports . (as per cooperate requirements)
7. Being effective and efficient in HR delivery.
8. Handling employee queries over phone and in person.
9. Incharge of IT attendance & stipend.
10. Helped with employee engagement activities.
11. Incharge of food handlers sanitary cards.
12. Took incharge during Town Hall meeting.
13. Coordinating and helping with doctors during medical check ups.
14. Audit

Incharge of the onboarding process & Induction & property round

After the candidate accepts the offer letter we begin with the onboarding process by welcoming the candidate on the date of joining, completing with the joining formalities and other paper work. Main documents that are required for joining are PAN Card & Adhar card and CV. Joining kit is filled where all details of the candidate mentioned like their full name, destination, department, phone number, permanent add. Temporary add. Education info, previous employment details, reference number, emergency contact, hobbies, nomination for PF & Gratuity.

Once all the details are filled in the software and completed, the candidate is now taken for meeting and greeting followed with a proper round of the hotel. Lunch/ tea break with the candidate. Followed with proper training and induction so that the candidate/ employee is well versed with the company and how it functions. At the end, the appointment letter generated from the system is handed over to the candidate. Also a copy with the candidate receiving is taken as a part of the documentation required to maintain the files.

Maintaining all records of newly joined employees and left employee

Arranging all the documents as per order and making sure all the documents are submitted by the newly joined candidate. Also making sure they get the required document if not submitted earlier. Keeping a track of everything on a book makes work life very organised. Scanning employee files easy to cross check and upload if any document is required. All this is done for the purpose of audit, records in the case of (death, medical, accidents etc).

Left employee

The candidate is supposed to fill a no due clearance form to assure that the candidate doesn't have any due with any of the department like reporting manager, finance, purchase, Front Office, F&B Service, F&B Production, housekeeping and HR. Once the form is filled with the and duly signed, a feedback form is given to the employee where he answers few questions as reason for resignation etc. and what all he liked, didn't like and what changes can be done.

Once all formalities are completed, F&F Sheet is generated with certificate.

Managing all employee information & personal files /employee record

Managing employee file and keeping them updated is one of the most important and basic requirements that needs to be done for smooth functioning of the HR operations on day to day basis.

These documents are used for various reasons as a lots of employee details are mentioned that could be required for different purposes in case of emergencies, health issues, to claim ESIC , loan , creating new bank account details are very important , case of missing/ absconding employee, death case , criminal case etc.

For the purpose of audit all the documents needs to be in place with the correct information and needs to be signed by the manager . Also file made for the use of employee personal record and also as a proof.

Maintaining an excel sheet with all the details of the employee

Keeping a record of all the employee details on an excel sheet helps in being effective and efficient. Details like name , employee code , department, designation, contact number , PAN Card , number, ESIC number, PF number, emergency contact number, blood group, address, reference name and contact number , joining date etc.

Making of reports . (as per cooperate requirements)

Reports were made and sent to the cooperate as per the details required. A format was sent that needed to filled accordingly on daily basis.

Sterling times was a concept where all activities that were done in the hotel were sent in the form of presentation. Later the best activities were highlighted on the Sterling times which included all best activities a done across by all Sterling hotels.

Spark of Joy is every action that is made to keep guest and employees happy and bringing joy on their faces doing sometimes extra / going out of the way. It's the small little things that are done to make guest feel that they are cared for and heard.

Being effective and efficient in HR delivery.

Effective - I have been effective by priorities my work using important and urgent methods. For eg. completing task that were sent by cooperate , reports . Keeping files completed and up to date.

Efficient - I have been efficient by maintaining excel sheet with all employee details which made me very organised and efficient as a person . Arranging of files according to list and department.

Overall organising my work made me effective and efficient while HR delivery.

Handling employee queries over phone and in person.

Receiving calls over the phone and answering questions about various issues regarding employee absconding, medical issues solving them and making sure the employee is taken care of and the issues solved . During case of absconding we would call the employee asking reason act act accordingly/ no response send a absconding letter to the concerned employee. In the case of medical issues suggest on taking a day off or major take them to ESIC hospital where they can claim for ESIC as it benefits for you and your family. The cost bared by the company it's self. Only with proper details and documents provided.

Incharge of IT attendance & stipend.

The industrial trainees were briefed about the hotel . A form was given to them that had to be filled with basic details name , number, emergency contact, college name , Aadhar card , NOC letter from the college was part of the document.

Property round for the new trainee followed by handing over to the concerned department. Filling all the documents in a separate file under name Industrial Trainee.

Submitting names to the time office to keep a track of attendance and track of absenteeism.

Helped with employee engagement activities.

Employee activities are required in order to keep employees motivated, keep them happy also help in building bonds between the department. It encourages the employees which boosts employees morale.

Activities like games , cultural activities we had Sao Joao , booster dose camp, dental camp , karaoke , celebration of culture day, participation in cooperate level competition and other competition etc.

Incharge of food handlers sanitary cards.

Food handlers tests is done after every 6months and the card can be used for 2 year. New card made after every two year. This test is done in order to keep a track / record to avoid any transmission of disease while the employee handling food. It's for the safety of guest and employees.

A separate letter is prepared for the SPA therapist along with the card because of separate supervision. As they come in direct contact with the guest during the treatment.

This includes all food handlers (F&B Service, F&B Production, SPA and Purchase)

Took incharge during Town Hall meeting.

Town Hall meets are conducted end of every month to appreciate and encourage employees for their hard work they put in for the growth of the company here by willing to make unique experiences for the guest ensuring customer satisfaction. It's a meeting where all the costs bared , budget , training and other activities discussed with the employees. News joined staff are welcomed , birthday bash for the month is celebrated, awards for the best employee and other recognition awards are included in order to motivate employees. I would take charge for the employee of the month through site and with the data analysis choose the employee for the month. Took incharge for deco , cake and snacks served after the meeting.

Coordinating and helping with doctors during medical check ups.

Taking care of employees health is a priority as they play a crucial role in the functioning of the organisation.

Medical check up were done for employee like dental check up , COVID booster dose camp. To keep staff healthy and fit.

Audit

During my training period I also helped with the filing of employee documents. As they had to be arranged , updated and fully completed. Majorly in they were employee files and it's mandatory to keep them completed in the case of emergency etc.

Summary

I would like to summarise my report by saying that I had a wonderful experience at Sterling Holidays Resorts Ltd Varca . The 6 months internship taught me a lot personally and professionally. Also it helped me be more effective and efficient towards my work. Focusing on my improvements, learning through the process ,engaging with the employees has self motivated me and kept me going through my day to day work .Kind and caring attitude for my mentor, guide has taught me how to face challenges with just a smile . Moreover it's has made me the person I want to be. And proceed with my career in the Human Resource department.