



## **SUMMER INTERNSHIP REPORT**

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**Goa University**

**2021-2022**

## **DECLARATION**

I, Miss Mittal Manji Kataria hereby declare that the present project report on the, Hotel Grand Kadamba Porvorim, Goa is submitted in partial fulfilment of the requirements for the degree course of Master of Business Administration Part 1 to Goa Business School, Goa University.

I further state that no part of the project has been submitted for a degree or diploma or any similar title of this or any other university.

Place: Taligao

Date: 13-07-2022

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(Mittal Kataria)

# CERTIFICATE



Dated : 08<sup>th</sup> July, 2022

## **TO WHOMSOEVER IT MAY BE CONCERNED**

This is to certify that Ms. Mittal Manji Kataria, from Goa Business School, Goa University has undergone her Summer Internship in all department (Front Office, Food & Beverage, Housekeeping & Food Production) from 16<sup>th</sup> May 2022 to 8<sup>th</sup> July 2022.

We did find her very diligent and hard working as she always had focus on all guest requirements to create varied experiences.

We wish her all the best for all her future endeavors.

Please feel free to contact me for any further clarification on this.

Best Regards

Avishek Das

General Manager



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## ACKNOWLEDGEMENT

The internship opportunity I had with The Hotel Grand Kadamba Porvorim, Goa was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period.

I would like to use this opportunity to express my deepest gratitude and special thanks to **Mr. Avishek Das** (General Manager) for allowing me and giving me the permission to do my internship at Grand Kadamba. I would also like to thank all the employees of Hotel Grand Kadamba for their valuable time and support.

I would like to express my special thanks of gratitude to my Faculty Guide **Ms. Teja Khandolka**, for supporting and guiding me throughout my course of summer internship and helping me to prepare my Internship report.

This internship has been a great source of learning to me. I will strive to use gained skills and knowledge in the best possible way.

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## 1. EXECUTIVE SUMMARY

The report is based on the internship done at Hotel Grand Kadamba which is situated in Porvorim– Goa. This report contains full study of all the departments which I have studied during the period of eight weeks. This report analysis the working of departments at Grand Kadamba.

Hotel Grand Kadamba have different departments like the Front Office Department, , Purchase and Stores, Housekeeping Department, Food & Beverages Department, Food Production department, Sales department and Maintenance Departments. All this department are inter linked and cannot function without each others support.

Front office department- The Front Office is the nerve center of hotel property. Communication and accounting is the most vital operation of this department. The front office is responsible for the hotel rooms through a systematic method of reservations followed by registrations and assigning of rooms to guests.

Sales department-this departments reaches out to the customers, does promotion etc.it creates a image of the hotel in the minds of the public.

Stores department- Takes a look of all material movement needed for manufacturing and the responsibility for planning all required material for future manufacturing as per required schedule.

Food Production department- this department prepares the food. It consists of hot and cold kitchen, banquet kitchen.

Food and beverage department- The food preparation in professional cookery denotes preparation and cooking. They be handling, processing and the ultimate presentation of the dishes to the customer.

Housekeeping department- The housekeeping department in the hotel is accountable for the cleanliness. The housekeeping department has to maintain and aesthetic upkeep of the entire property from the entrance area to the farthest basement of the hotel.

Maintenance department-The employees of the engineering department execute their jobs almost completely behind the scenes. This department takes care of the repairs and the maintenance work to be done in all the area. All the out of order room repairs are their accountability. The engineering and maintenance department undertakes all the electrical and plumbing works and also other maintenance work.

Human resource department- It handles the manpower related matters which include hiring, firing, payroll, attendance. All the legal work is done by HR. They have outsourced HR.

Accounts department- Accounts department keeps track of all the money transactions of the hotel. The accounts department do analyzing all the accounting activities that are planning, budgeting. Accounts is also outsourced.

Here at Grand Kadamba I got a chance to be part of the hotel for 8 weeks and to work in different departments. This was the first time I have done my internship in hotel and had a great experience to learn about how hotels function.

## 2. INDUSTRY OVERVIEW

The hospitality industry is a broad group of businesses that provide services to customers. It's focused on the satisfaction of customers and providing specific experiences for them. The hospitality industry comprises several sectors, including food services, beverage services, accommodations, recreation, and customer service. A several billion dollar industry, the hospitality sector thrives on the availability of leisure time and disposable income of consumers as well as the needs of business travelers. A hospitality provider such as a restaurant or a hotel requires skilled people for operating and managing facilities in various ways, including maintenance, administration/management, marketing, service, and human resources. A hotel is an establishment that renders lodging in lieu of payment. This lodging is usually given in exchange for a specified predetermined amount of money. Modern hotel rooms come equipped with climate control and attached bathrooms. Higher end hotels offer guests internet connectivity within rooms and also throughout the premises. A combination of meals and accommodation comes as a package in most hospitality establishments. Hotels are usually managed by professionally qualified managers. Junior workers usually maintain the hotel. Functions like cooking is usually done by professionally trained chefs.

### Hospitality industry in Goa

Goa is the state where majority of the foreign tourist come from different countries. Goa state economy is depends on tourism industry and more revenue is generated from tourism and service industries.

With the flow of tourist from other countries tourism and hotel industries are getting the boost for development. Different forms of employment are generated and growth and development taking place in states economy.

Tourism is the mainstay of the Goan economy, contributing 12.5 % of the economy. Goa is one of the few destinations in India where there has been a consistently increasing trend in hotel occupancy for star category hotels. This is despite an increase in the room supply. The tourist arrival in Goa is increasing constantly. From the ancient Goa is known as paradise of India and also obtained the international standard as one of the best tourist destination in world. The economy of Goa is generated through tourism and hospitality industry and hospitality industry is depending on tourist satisfaction. The position of the domestic and foreign tourist arrivals in Goa is discussed with the help of the statistical record available from department of tourism of Goa.



There is continuous growth is taking place in private sector hotels, many national & international service industries are establishing hotels in Goa. Whereas public sector hotels, there no growth in Goa.

#### Quality policy

1. To provide our service to our customers to their complete satisfaction.
2. To give value for money spent by our guest.
3. To optimally utilize available infrastructure and human resources.
4. To create & project a customer friendly & professional image.
5. To comply with quality management systems.
6. To periodically review established quality objectives.
7. To continually improves and enhance effectiveness of quality management systems.

#### Market Size

India is the most digitally advanced traveller nation in terms of digital tools being used for planning, booking, and experiencing a journey. India's rising middle class and increasing disposable income has supported the growth of domestic and outbound tourism.

By 2028, Indian tourism and hospitality is expected to earn US\$ 50.9 billion as visitor exports compared with US\$ 28.9 billion in 2018.

By 2028, international tourist arrivals are expected to reach 30.5 billion and generate revenue over US\$ 59 billion. However, domestic tourists are expected to drive the growth, post pandemic.

International hotel chains are increasing their presence in the country, and it will account for around 47% share in the tourism and hospitality sector of India by 2020 and 50% by 2022.

#### Government Initiatives

The Indian Government has realized the country's potential in the tourism industry and has taken several steps to make India a global tourism hub

- In the Union Budget 2022-23, an additional US\$ 316.3 million was earmarked for Ministry of Tourism.

- In October 2021, Prime Minister, Mr. Narendra Modi launched the Kushinagar International Airport in Uttar Pradesh to boost tourism
- On January 25, 2021, Union Tourism and Culture Minister Mr. Prahlad Singh Patel announced plan to develop an international-level infrastructure in Kargil (Ladakh) to promote adventure tourism and winter sports.
- The Indian Railway Catering and Tourism Corporation (IRCTC) runs a series of Bharat Darshan tourist trains aimed at taking people to various pilgrimages across the country. (Tourism & Hospitality Industry in India, n.d.)

## **2.1 Porters Five Force Analysis**

- Entry barrier- low to moderate

Initial investment in hotel industry is very high and it creates entry barrier to new entrants. In a tourist destination area there is always scope for new entrants.

- Bargaining power of supplier- low

Hotels will charge according to services they provide to their guests. For example some hotels have swimming pool, gym and some do not have. Bargaining power is also low when there is bulk booking of rooms.

- Bargaining power of customer- high

Customers bargaining power is high because in same area there are multiple options available to customers. Also when tour operators or travel agents do bulk bookings.

- Competitors rivalry – moderate to high

Where there is a hotel, there are hotels nearby. Each hotel competes with other with types of services they provide.

- Threat of substitute- low

Substitute for hotels are comparatively low because there are few substitutes like Airbnb , lodging. People who come in groups with family or friends would prefer villa over booking many rooms in hotel. (Martin, 2022)

## **2.2 PESTLE Analysis**

### Political

- Tax benefits

Government gives tax exemptions at a certain location to develop the tourism in that area/state which helps in the development of the industry.

### Economical Factors

- Strength and weakness of the currency can affect the attractiveness of the vacation
- Recession, Inflation severely affects people's ability to afford hotels

### Socio-cultural factors

- Current generation has shown a strong trend towards traveling. When they share their experience it creates peer pressure for others to travel.

### Technological Factors

- Traveling websites forces hotels to remain competitive.

This have made easier for people to price shop hotels. They can read reviews of previous patrons.

- Reviews on blogs can make or break hotels reputation.

The influencers who travel and blog their reviews on social media impacts lot of other travellers.

### Legal Factors

- True-in-menu laws

This means the food establishment must be truthful about food and beverages served to guests and needs to be honest about the calories in the food and nutritional ingredients of the dishes.

### Environmental Factors

- Weather change, natural calamity have direct impact on hotels. Like floods, heavy rainfall.

### 3. HOTEL GRAND KADAMBA



Hotel Grand Kadamba is located in Porvorim , Bardez Goa. It was started in September 2019. The hotel is a partnership firm consisting own family members. The hotel was a small dream project to get started with, which has transformed into a budget hotel for business travellers. It is 4.3 star hotel consisting of 21 guestrooms, 1 Banquet hall, 1 restaurant and parking area. It has aesthetically pleasing rooms with all the modern amenities required to make the stay enjoyable.

#### Hotel layout

Total Floors: 04

Number of executive room: 06

Number of Deluxe Room: 09

Number of Kadamba Room: 06

Number of meeting venue: 01

Number of Restaurant: 02

#### Hotel services

- Accommodation on single/double sharing basis in well appointed room
- Non- alcoholic welcome drink on arrival
- Meals as per plan selected shall be served at veg restaurant
- Complimentary HI- speed Wi-Fi access during the stay
- 2 bottles of packaged drinking water in the room
- Free local newspaper

## ROOM FEATURES

- Keycard access to the rooms
- All rooms have a private bathroom attached
- King size beds in all the room
- Wheelchair accessible rooms
- Double sized sofa bed in living room
- High speed wireless internet access in all the rooms
- Telephone in all the rooms
- Tea/coffee with creamer and sugar in all the rooms
- Packaged drinking water in all the rooms
- Mini bar snacks (paid)
- Cupboards with safe locker and hanger in the room
- Shoe shiner in all the rooms
- Bath amenities and toiletry items
- Hair dryer in all the rooms
- Iron and board (on request)
- Desk in the room with chair
- 32 inch flat screen television in bedroom
- English and Hind language channels

## Competitors around Grand Kadamba

1. Majestic Hotel
2. Golden Plateau Hotel
3. Porvorim Regency Hotel

### 3.1 SWOT ANALYSIS

#### ❖ Strength

- Location

As the hotel is located on the Porvorim high way they get more customers from casino and corporate clients.

- Cuisine

They attracts more customers to restaurant as they are famous for Gujarati and Rajasthani thali.

#### ❖ Weakness

- Parking

Being 21 rooms hotel with restaurant and small banquet, there is hardly place for parking. Only 5 to 6 car can be parked in front area on the highway.

- Limited staff

They have limited staff so if on any day even 2 employees are on leave from same department than it affects the work.

#### ❖ Opportunity

- To take it to next level as a luxury property by providing more facilities and expanding the hotel. As there is place behind the hotel and in future they can plan to expand.

#### ❖ Threats

- Seasonal demand

As there is no much demand when footfall of tourist is low during off seasons.

- Threat of new entrants

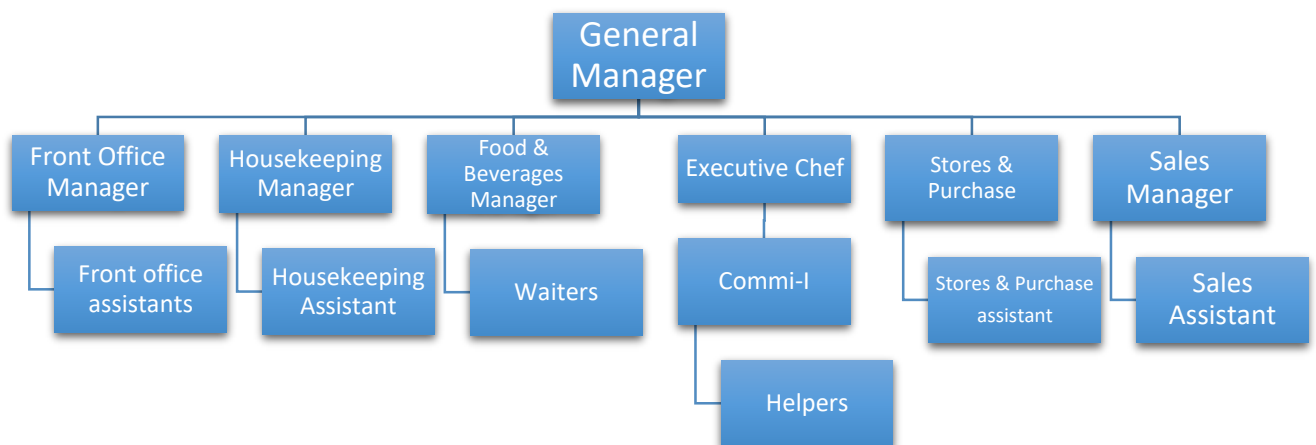
Currently in the locality Kadamba is only one to serve authentic Gujarati and Rajasthani thali, so in near future any hotel or restaurant can start serving same.

### **3.2 VRIN analysis**

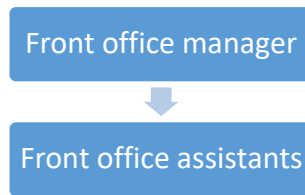
- Valuable – Grand Kadamba’s most valuable thing is from the restaurant that is authentic unlimited Gujarati and Rajasthani thali. The taste attracts most of the vegetarian customers.
- Rare- within the hotel location there are very few veg restaurants and they do not provide this authentic Gujarati and Rajasthani thali.
- Imitable- yes it is imitable as anyone can start serving this thalis in their restaurants.
- Non substitute- the dishes in the Gujarati and Rajasthani thali are substitutable as that can be available separately.



## Organizational Chart



### 3.3 Front Office



It is said that if hotel is the entire body then front office is the head of the hotel. Front office is one the most important department of hotel as it is the first point to meet the guest. The first impression of guest entering the hotel comes from the reception.

The department consists of one Front office manager and 6 office assistants with 2 assistants per shift. Front office department is divided into three sections. First is reservation, it looks after pre bookings done by guests and travel agencies. Second is reception, it looks after welcoming the guests, explaining the best package and assigning the room. Third is cashier who looks after all the inflow of cash.

#### Steps involved in the room reservation

- Handling room requests
- Determining availability and rates
- Confirming the reservation
- Guaranteeing the reservation

#### Duties of the front office staff:

- To make the registration of the guest.
- To provide information to the guest regarding the sightseeing during their stay etc.
- To listen to the guest problems and to provide solutions.
- To inform the housekeeping for the makeup of the rooms and be prepared to serve them throughout their stay.
- Prepare keys of the guest rooms.

- Handle registration for guest with reservation and walk in guest and allocate appropriate rooms for guests.
- To receive the guest promptly and assign the room.
- To issue VIP amenities voucher.
- To arrange transportation facilities for guest if required.

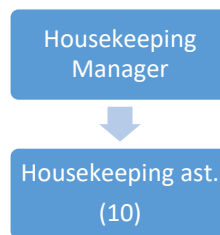
Responsibilities of Reservation department:

- Making reservation to the hotels.
- Updating guest profile with the available information.
- Helping guests or agencies with information about the hotel.

Rooms booking plans for the guest options:

1. With breakfast, lunch and dinner
2. with breakfast & only one major meal.
3. Only breakfast is provided
4. Only room is provided and no complimentary goods are provided.

### 3.4 Housekeeping department



The housekeeping department is one of the largest department of the hotel. Housekeeping generates the first impression on a guest's mind. The efforts of the housekeeping clearly show how the hotel will take care of its guests. This department is also responsible for creating cleanliness, maintenance and safe environment they provide the maximum comfort to the guest. They maintain the standard of the hotel. The house keeping department in Grand Kadamba creates a "Home Away From Home" environment for the guest.

The departments deal with this by providing the cleanliness, comfort and aesthetic value. For example cleaning of the guest room, public area: lobby area, floor, corridors, service areas, guest toilet, restaurant, meeting room and all the offices of the departments. On special request by guests they also decorate rooms accordingly.

They also handle the linen and laundry section. To make this work done, the work is divided between workman in different sections.

Linen / laundry section:

There is a team of two people who handles the linen and the laundry, they are responsible for distributing the hotel linen and uniform, and the laundry work is outsourced. The soiled linens and uniform come in the evening to the department and the next day they make a note of the soiled linen and uniform and it is send for laundry

Relationship with other departments:

#### **Maintenance**

- To expedite completion of repair and maintenance work order.
- To notify housekeeping when work in guest room is completed so that housekeeping can inspect and release room to front office
- To notify housekeeping and front office when scheduling work in guest rooms so the room may be placed out of order.

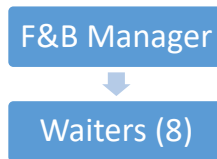
**Front Office**

- Provide occupancy forecast, daily occupancy checkouts, check in so that rooms are kept ready for other guests.

**Purchase department**

- To obtain supplies and equipment's

### 3.5 Food and Beverage



Food and Beverage Department (F&B) is responsible for maintain high quality of food and service, managing restaurant.

#### Types of Servicer

##### ❖ Table services

Table services is the service done at the table, where the guests are seated. In the table services either services personnel or waiter service the food to the guest or the guests help themselves.

##### ❖ Self service

In the self-service the service is done by customer themselves. The guests collect the food form the counter and then he/she may sit at the table or stand at high table to have the food.

##### ❖ In room dining

For the convenience of the guest there is in room dining service available. Where guests can make a call from their room and order for food and beverages. This service starts from 7am to 10pm.

#### Duties of F&B service department

- Prepare table or counters for meals
- Stock the service area with supplies (e.g. coffee, glassware)
- Greet customers, present menus and help customers select menu items
- Inform customers about daily specials
- Record orders and place them with the kitchen
- Pick up and serve orders
- Check that customers are enjoying their meals and correct any problems
- Suggest and serve desserts and beverages
- Clean and rest tables
- Tabulate and presents bills for payments

### 3.6 Food Production



As we all know cooking is an art, and kitchen is a place where this beautiful art is performed. The resort has a team of skilled associates. As we all know that kitchen is the heart of the food service operation food both raw and cooked are stored prepared and plated for service. The kitchen is divided into different sections have their own function and job allocation is done accordingly.

#### Main kitchen

Main kitchen is responsible for in room service, restaurant and banquet. It contains north Indian, south Indian and Chinese sections. Each of these sections is headed by Commi-I chef.

- **Chinese section**  
Chinese section prepares Chinese food items for buffet, lunch, dinner and a la carte. It covers restaurant and banquet. Commis-I chef prepares the food with two assistants.
- **North Indian**  
As Grand Kadamba's restaurant is well known for Rajasthani thali and Gujarati thali, this kitchen mainly focuses on preparing thali. For a la carte they prepare most of paneer sabjis and paratha, naane etc. Commis-I chef prepares the food.
- **South Indian**  
South Indian prepares South Indian food like idli, dosa, mendoovada served with chatni and sambhar. Dosa has a number of varieties like masala dosa, cheese dosa, plain dosa etc. The batter for this is prepared one day prior.

### Responsibilities of the department

- ❖ Develops recipes and menu for operation
- ❖ Supervise food production.
- ❖ Maintain food cost standards and cost control.
- ❖ Promotes safety and sanitation
- ❖ Assist in taking inventory and purchasing supplies
- ❖ Introduce new product.

### In room dining process

Ones the guest place order from their room through telecom. Call is received by restaurant counter person. This person writes down the guests order and pass it to main kitchen and one copy to the front office person to keep guests account updated. From the main kitchen it is passed to section like chines, south Indian or north Indian based on the order. Commi-I prepares the dish and pass it to F&B for further service to guest room.

### Process in restaurant

Ones the guest enter the restaurant, waiter greets them and assists them to table according to number of guests together. At first waiter serves all the guest with water and menu. He also informs them about todays special and waits there for guests to think and place order. Ones the order is placed waiter takes it to main kitchen and from there to the kitchen sections according to the order. Every sections commi chef starts preparing the dish and completes it more a less in 10mins to 15mins. Than F&B staff takes it for serving. After serving waiter keeps check with the guest every 4mins to 5mins if they want anything. Ones it is done the waiter comes with the bill.

### Process of Buffet

During reservations, front office ask guests to select if they would like buffet and major meal here or just breakfast. Accordingly the count for breakfast and meal is given to kitchen on daily bases. Ones the guest comes down to the buffet area which is in restaurant itself, waiter checks their reservation card if its mention for buffet. Than guests serves themselves with breakfast, lunch.



### **3.7 Stores and Purchase**

This department handles all the purchase and storing of the required material for the hotel. Its purpose is to fulfil the requirements of the hotel. The functioning of the department is usually performed most economically and efficiently.

Responsibility of the stores are:

- Receipt of incoming goods
- Inspection of all receipts
- Identification of all materials stored
- Materials handling
- Issue and despatch
- Maintenance of stock records
- Stores accounting
- Inventory control
- Stock tracing

The important functions of purchasing departments:

- ✓ Receiving indents
- ✓ Assessment of demand or description of need
- ✓ Selection of sources of supply
- ✓ Receiving of quotation
- ✓ Placing order
- ✓ Making delivery at proper time by following up the orders
- ✓ Verification of invoices
- ✓ Inspection of incoming materials
- ✓ Meeting transport requirements of incoming and outgoing materials
- ✓ Maintaining purchasing records and files
- ✓ Reporting to the top managements
- ✓ Developing coordination among the departments

### 3.8 Sales department



This is the smallest department of Grand Kadamba. It consists of two employees. One sales Executive and other sales assistant. The sales departments main aim is to sell their hotel's services and facilities at the best rates possible. As Grand Kadamba focus on corporate, couples guests, group guests and they avoid family guests. They make sure that their services match their needs.

#### Role of sales executive

Sales executive leads the sales department at Grand Kadamba. His responsibility is to forecast future sales and set up goals for monthly sales and action plans to meet those goals. To set room prices according to seasons is managed by him. They have tie up with online Travel Agencies (OTA), local travel agents and also with casino pride. The main deals with them are done by sales executive.

#### Role of sales assistant

Sales assistant is the main coordinator of guests and the requirements of guests to other departments. Once the booking is done through online mode, sales assistant calls the guest to confirm the bookings dates and ask the guests about their arrival timings and if anything more is required like pickup services, or redecoration of rooms according to their plans. If they will have breakfast and meal in hotel than what they would like to have and their taste preferences. This all is noted down by assistant and then one day before arrival of guests this all is informed to other departments like to housekeeping to keep room ready and decoration. Main kitchen for type of taste and food to prepare.

Most customer traffic?

- 90% customers are from Casino Pride.
- 10% are through walk-ins, OTAs and local travel agents.

Registered online travel agencies

- Cleartrip.com
- Hotels.com
- Goibibo.com
- Makemytrip.com
- Travelocity.com
- Orbitz.com

## 4.WORK DONE

### Front office

- Welcoming guests on arrival.
- Filling of registration cards at the time of booking.
- Checking vaccination certificate.
- Checking guests ids before confirmation
- Guiding them towards their room.
- Dealing with guests queries about room service, extra pillows or mattress required.
- Handling guests accounts
- Printing and scanning of documents.

### Housekeeping

- To allocate rooms to housekeeping staff for cleaning
- To check if rooms are properly clean and ready before guests arrive.
- To coordinate with front office about which rooms needs to be ready and by what time.
- If guests ask for redecoration of room prior than to make sure it is done on time.
- To maintain records of complementary items used by guests in room like soap, shampoo, tea, coffee, sugar, chocolate bars.
- To check laundry is delivered on time
- To make list and place order for purchase of requirements like chemicals required for cleaning and washing.

### Food and beverages

- Check if tables are arranged and cleaned properly.
- To keep records of supplies used.
- To take order from front office for in room orders from restaurants.
- To make sure food reaches on time to the guests.
- To check cookerries are in good condition.

### Food production

- To prepare list of groceries required
- To place order for groceries one day prior.
- To check groceries purchased according to the list given
- To inform F&B ones food is ready.

### Sales

- To handle hotel's Instagram account and post everyday.
- Call customers to confirm their booking and inform them about no refund on cancellation.
- Ask customers if they require any extra services like pickup, room redecorations etc.
- To be in contact with Casino Pride for bookings.

### Stores and Purchase

- To prepare list of things required to purchase on daily, weekly and monthly bases.
- To provide materials to different departments on their requirements
- To check expiry dates of perishable items in kitchen.
- To arrange items in store

## 5.LEARNINGS

Throughout my internship period I worked in different departments and got to learn many things. I also got a chance to apply my MBA knowledge here.

Hospitality is a service industry where customers are king and to interact with them one should have proper communication skills.

At first I was scared to interact with guests but with proper guidance and training from Front Office assistant I could easily communicate with guests.

I got to learn how to coordinate and corporate with guests and staff.

In a hotel everyone needs to work together to exceed guests expectation this taught me to work in a team.

Working at Front office I had to fill guests registration forms and same time communicate with guests, check their identification proofs and sometimes even had to receive phone calls. This actually made me do different tasks at same time. I was able to multitask.

I got a chance to apply my MBA learnings. As there was a corporate meeting to be held in conference room and for their arrangement GM had a meeting with all department heads and of that meeting I prepared a Minutes of the Meeting report for GM's reference.

Developed skills and behavior required during customer interaction and act in ways to contribute to customer satisfaction

While working in Housekeeping department I took responsibility of 8 rooms to check their cleanliness and see the arrangement in the rooms are done before guests arrives. This made me more responsible.

Through my observations and learnings I was able to do sales calls and confirmation calls to guests.

To show professionalism at workplace.

While interacting with guests on call I was able to sell more of the services to them like to ask them if they require pick up service or theme room decorations etc.

I learnt that customers are always right and to never argue or cross question them. As a staff we have to listen to them and see how we can help them.

At first I was given only paper work to do like arranging, printing, scanning of documents, filing of important documents. I respected this as a work and did all my work with full dedication.

To be ethical towards work assigned.

I saw how hotel Kadamba is focusing more on their strengths and generating more profits.

How they able to identify opportunities for hotel to grow and expand in future.

It is important to keep oneself updated on how industry is growing, what current market trends to follow to be in the competition.

To always have practical approach when dealing with guests related problems.

## 6. CONCLUSION

It was great opportunity to be part of Hotel Grand Kadamba for eight weeks summer internship. This internship provided me with great insights of how hotels actually function and how each department is interlinked with other. The key to function smoothly in any hotel is the communication they have within departments. Managers and staff of hotel were very supportive and also gave me a chance to work with them as team member. This internship helped me to work and learn independently and collaboratively.



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