

# INTERNSHIP REPORT

INDUSTRIAL TRAINING



**In Partial Fulfillment of the award of Degree of  
*Integrated Masters of business Administration (HTT)***



**Nadah Shaikh**

**Rollno : 2010**



# INDUSTRIAL TRAINING REPORT ON ONE OF THE IHCL HOTEL



## THE INDIAN HOTELS COMPANY LIMITED



VIVANTA  
GOA  
Panaji

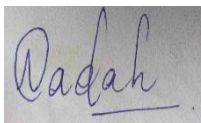
VIVANTA  
GOA  
Panaji

**A Training Report Submitted In Partial  
Fulfillment of The Requirements For The Completion of  
Semester IV Of  
Integrated masters of business administration (HTT) of The  
Goa business school, Goa university  
Academic year  
2021 – 2022**

## DECLARATION

I, Nadah Shaikh student of Goa Business School, Goa University hereby declare that I have completed my 2 months industrial training in **Vivanta Goa PANAJI** from 16<sup>th</sup> of may 2022 till 16<sup>th</sup> of July 2022. I hereby declare that I have also completed my internship report for the academic year 2022 – 2023.

The information submitted by me in this report is true and original to the best of my knowledge.



(Signature)

Nadah Shaikh

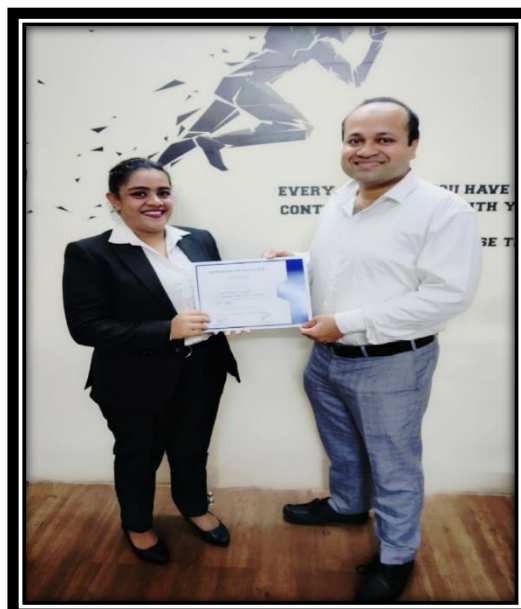
Seat no: 2010

Class: Third year 2020 batch

Date: 14<sup>th</sup> August 2022

# CERTIFICATE

This is the certificate provided by the respected hotel for the completion of my internship period on 16<sup>th</sup> july 2022 in front office.



# ACKNOWLEDGEMENTS

This dissertation would not have been possible without guidance and help of several individuals who in one way or another contributed and extended their valuable assistance in the preparation and completion of this IT

I would like to express my gratitude to Goa Business School , Goa university For including internship programs as a credit course which provides an opportunity to gain practical working experience in the organization.

My sincere gratitude to The Learning and development Manager **Mr Prasad Prabhu** for giving me the opportunity to do my training at **VIVANTA, GOA, PANAJI** and being my mentors and guiding me throughout my training period from 16<sup>th</sup> may till 16<sup>th</sup> July 2022.

I would like to extend my sincere gratitude towards my supervisor and mentor at the front office department **Mr. Sagar Damle** (accommodation manager) **Mr. Manik Khanna** (front office manager) **Mr. Vishwajit**, **Mr. Jason** , **Mr. Dipu** and **Miss. Sona** (duty manager ) **Miss Lynette** (associate at the Ask) and all the other front office associates and trainees for helping and guiding me throughout my training in front office department.

My special sincere thanks to **Mrs. Lynette Fernandes** for being à support and strength to me throughout my training period and for teaching me and helping me throughout.

I am grateful to all the staff at the “”**VIVANTA GOA PANAJI** “” for their excellent support guidance during my training their cooperation and interest in my training was extremely beneficial to me and made my training an illuminating experience.

Lastly I would like to thank our Program Director **Mr. KGS Narayan Mrs. Poonam sadeakar** our class coordinator , **Miss Sujal Naik** , **Mr. Kevin Dsouza** , **Mr. Paresh Lingadkar** , **Mr. Sadanand** for not only being teachers but mentors in preparing and guiding me during the internship and would also like to thank the other faculty and non teaching staff of Goa university for their extended support.



## **ABSTRACT**

Front Office , Housekeeping , Food production and Food and Beverages are the main important Department of the hotel.

Each of these department on its own play a crucial role in the smooth functioning of the hotel. Each of these department depends on each other for smooth functioning. Hence good coordination and communication among these departments is very important for the smooth of the Hotel.

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# INTRODUCTIONS TO HOTEL

## The Indian Hotels Company Limited (IHCL)

The Indian Hotels Company Limited (IHCL) and its subsidiaries bring together a group of brands and businesses that offer a fusion of warm Indian hospitality and excellent service. These include Taj – the hallmark of iconic hospitality, SeleQtions, a named collection of hotels, Vivanta, sophisticated upscale hotels and Ginger, which is revolutionizing the lean luxe segment.

Incorporated by the founder of the Tata Group, Jamsetji Tata, the Company opened its first hotel - The Taj Mahal Palace, in Bombay in 1903. IHCL has a portfolio of 196 hotels including 40 under development globally across 4 continents, 12 countries and in over 80 locations.

The Indian Hotels Company Limited (IHCL) is South Asia's largest hospitality company by market capitalization. It is primarily listed on the BSE and NSE.



# IHCL

The Tata group turned 150 in 2018 and we, at IHCL, are proud to be a part of its legacy since 1899 as we participate in its 'One IHCL One Tata'.

One Tata is a Tata group-wide initiative designed to drive synergies across all Tata companies through simplification to jointly enhance scale. Given the breadth of operations of the Tata group, leveraging the 'One Tata' concept has opened limitless possibilities for all

Tata companies. IHCL's core philosophy of 'One IHCL' is fuelled by vision, authenticity and passion. It binds the group entities together, extending the feeling of oneness and family among employees and partners across the IHCL landscape, similar to that of the Tata group.







# TATA LEGACY

Founded by Jamsetji Tata in 1868, the Tata group is a global enterprise, comprising over 100 independently operating companies. The group operates in more than six continents with a mission to improve the quality of life of the communities it serves globally. Through long-term stakeholder value creation based on 'Leadership with Trust', the Tata brand stands as a lasting promise behind its businesses, many of which are industry leaders. IHCL is honoured to be one of the first of those timeless and tireless initiatives.

## Jamsetji Tata (Founder, Tata Group)



“”In a free enterprise, the community is not just another stakeholder, but is in fact the very purpose of its existence.””

## JRD Tata (Ex-Chairman)



“”Always aim at perfection for only then will you achieve excellence.””

## Ratan Tata (Chairman Emeritus)



“”If you want to walk fast, walk alone. But if you want to walk far, walk together.””

# DIFFERENT TYPES OF IHCL BRANDS

The Indian Hotels Company Limited is South Asia's largest hospitality-focussed enterprise with Indian origins, relentlessly redefining opportunities in the best interest of all its stakeholders. With businesses ranging from iconic luxury to upscale and budget stopovers as well as in-flight catering; IHCL's pioneering leadership is backed by a rich 115-year legacy. IHCL's emerging initiatives in urban leisure, service retail, and concept travel are a part of its evolution, one that is continuously recrafted for future generations. IHCL through all its vivid brands Taj, SeleQtions, Vivanta, The Gateway, Ginger, Expressions, and TajSATS - believes in adding passion to the process. And thus, crafting delight with people at its heart.

## ❖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 practised across 50 global destinations, Taj is all about the heart behind the process.



**89 Hotels**

**55 Destinations**

## ❖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 traveller. The theme, décor, service and even the cuisine is special and peculiar to its premise.



**24 Hotels**

**22 Destinations**

## ❖ 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.



**35 Hotels**

**33 Destinations**

## ❖ Ginger

As a chain of smartly designed staying spaces, Ginger offers seamless switching between work and play. These stopovers are essentially for millennials and centennials, getting them to explore and enrich their everyday. Catering to the new Indian, this sassy range of new-age nodes across the country are designed for a smooth transit through a variety of extremes - individual and community, binge and detox, global and local.



**84 Hotels**

**50 Destinations**

## ❖ amã Stays & Trails

Combining the grace and grandeur of the bygone era with contemporary comforts and warm service, amã Stays & Trails is India's first branded product in the homestay market, comprising of a group of heritage bungalows, guesthouses and home-stays at unique locations across the country. The first such stay experience, amã Stays & Trails, is a group of bungalows situated in the verdant hills of Coorg and Chikamagalur, offering authenticity and a strong connect with the destination, tranquillity in the midst of nature..



**72 Bungalows**

**32 Destinations**



# FACILITIES IN IHCL HOTELS

## ❖ Jiva spa

Number of spas - 43

Brand style - Ancient Indian Wellness

Target audience - Wellness seekers

Nature of arrangements - Owned



## ❖ Khazana

Number of boutiques - 15

Locations - 10

Brand style - Indian luxury

Target audience - Global traveller

Nature of arrangements - Multi-product retail outlet



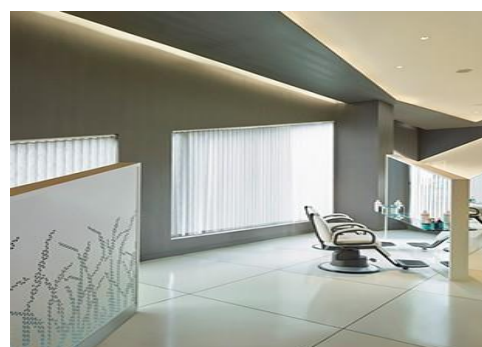
## ❖ Salon

Number of salons - 34

Brand style - Beauty with Care

Target audience - Discerning luxury

Nature of arrangements - Owned



## ❖ Food & Beverages

IHCL has some of the most distinguished fine-dining and multi-cuisine restaurants and lounge bars in its portfolio. With more than 380 restaurants and bars around the world, it offers a multitude of speciality cuisines flavoured with tradition and innovation through its signature brands such as Bombay Brasserie, Golden Dragon, Wasabi, Thai Pavilion and House of Min



## ❖ The Chambers

Established in 1975, The Chambers is an exclusive business club that operates in seven locations across India and Dubai. The club provides its members the choicest facilities, backed by Taj's iconic service.



Vivanta represents a collection of sophisticated upscale hotels. The brand, promises to deliver experiences that are dynamic, spirited and unique with a dash of uniqueness and an unexpected twist – a perfect fit for contemporary travellers.

## Offers & Promotions

- MEMBER EXCLUSIVE OFFER
- URBAN GETAWAYS
- 4D OFFER
- SUITE SURPRISES
- STAY A BIT LONGER







## 5 Star Hotel in Panaji, Goa

Location: OFF DB Bhandodkar Road, Panaji, Goa, 403001, India

Contact number: +91 832-6633636

Email id: [bookvivanta.panaji@tajhotels.com](mailto:bookvivanta.panaji@tajhotels.com)



Vivanta Goa, Panaji, is a 5 star hotel in Panaji Goa, exudes the Sunshine State's inimitable joie de vivre. Global aficionados and business travellers alike will feel at ease in there modern rooms and suites with city views. Each stay is made stress-free and indulgent by the courteous, impeccable service.

Fitness enthusiasts can complement their workout at our 24-hour state-of-the-art Fitness Centre with a dip in the rooftop swimming pool, a jet lag-relieving Indian therapeutic massage at the spa, and a pampering session at the salon.

The hotel's award-winning culinary landscape, inspired by Goa's global melting pot of cultures, is extraordinary. They We have two renowned restaurants, a deli, and a food theatre serving European classics, all-American meals, and authentic Asian cuisine.

# DETAILS OF THE HOTEL

## Hotel Highlights

- Proximity to Business Belt of Goa
- Rooftop Cubana Diner
- Champagne Sunset Cruise
- Signature Spa Experience at Jiva Spa



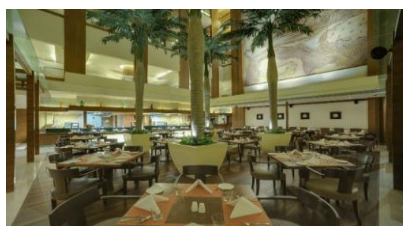
## Hotel Policies

- Check-in from 2:00 PM
- Check-out till 12:00 PM
- Early check-in and late check-out on request
- We accept American Express, Diner's Club, Master Card, Visa and JCB International.
- Choose from a whole host of complimentary and paid activities at the hotel during your stay.
- Pets are welcomed.

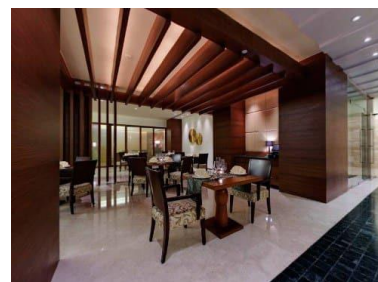
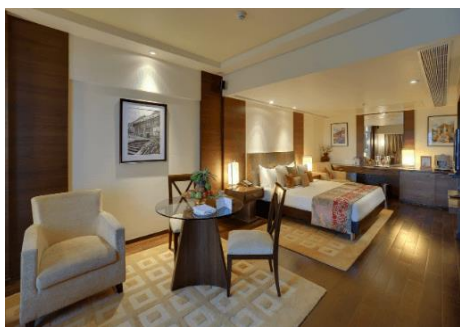
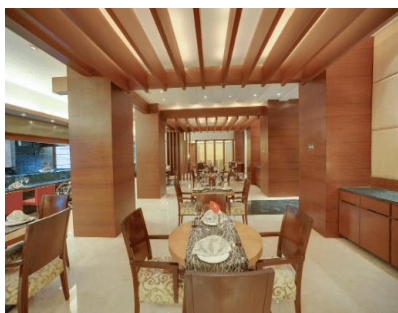


## Hotel Essentials

- Doctor on call
- Car parking
- Travel desk
- Meeting room
- 24-hour in-room dining
- 24-hour Business Centre
- Business services



- Wi Fi
- Rest Easy menu with choice of pillows
- Treat Yourself cabinet with a selection of snacks, chocolate treats and beverages (charges apply)
- Complimentary personal tea/coffee makers, mineral water and newspapers
- Concierge services
- Rooftop swimming pool
- JIVA spa
- 2 treatment suites
- A large fitness zone
- Relaxation lounges
- Experience showers
- Hammam and Finnish Sauna
- Dedicated manicure and pedicure zone
- Rhythm – The Lounge
- Fitness centre
- A large spa reception lounge
- Wet and dry areas
- Beauty zone for face, hand and feet, hair





## DIFFERENT TYPES OF ROOM'S AVAILABLE

### *Superior Charm Room:- 66*

There is a High bandwidth Wi-Fi connection, Surround sound theatre, LCD TV along with Multimedia Panel, Rain shower, Tea/Coffee Maker, 4 Fixture Bathroom.

Charm rooms are basically on the 1st and 2nd Floor of the hotel which is one of the main atrium wing of the hotel.



### *Deluxe Delight Room :- 61*

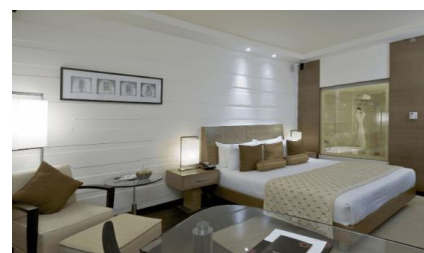
Delight Room does have the same attributes in the room as Charm room but is a bit bigger in size as compare to the charm room.

It's basically on the 4th and 5th Floor of the hotel. Additionally it has Teak wood beds, LCD TV along with the Multimedia Panel.



### *Premium Indulgence Room :- 32*

Along with all the High Tec facilities available in the room we also do have Marble flooring. Adding to it they also provide Fruit basket and cookies in the room. Indulgence is mainly on the 5th Floor and its one of the mini atrium wing of the hotel.

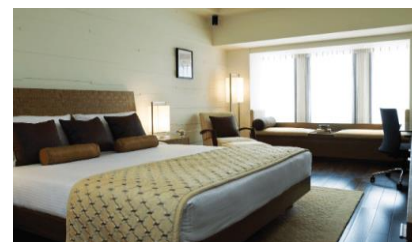


### *Deluxe Allure Suite :- 6*

Allure suits consist of living room attached with the bed room with a 2 setter sofa, a dining table and a coffee table.

It also have 2 LCD TV each of 32 inches, inventory shower stall which overlook the bedroom and the King sized bed. The Suite over look's either the city center or the Mondovi River

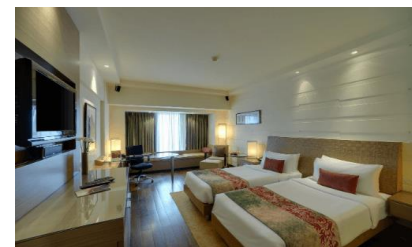
Additional to all this they have Marble Flooring, Lavazza coffee machine, Wine bottle, Chocolates. Apart all this, one could even avail the atrium lounge facilities.



### *Premium Temptation Suite :- 4*

Its specialty is that it has an private balcony , an invitation to atrium lounge, DVD surround sound system, King Sized bed, 32 inches LCD TV.

Apart this it's very similar to Allure Suite's.



### *Nirvana Suite (Presidential) :- 1*

It's one of the biggest room that we have in the Hotel. It's 900 sq .ft. an panoramic view of the Mondovi River, Shower stall , Vanity Courtesy, Internet protocol phones, Interactive T.V, Multimedia Panel, 4 Fixtures bathroom, Wine bottles , Fruits , Chocolates, Flower's etc.



## UNIQUE DINING

**VIVID MEALS.** Be pleasantly surprised to find the most happening restaurants in Panaji, Goa right here – Latitude, Tamari, Caramel and Tease. These venues are a treat for the senses - the flavours, the aromas, the live cooking sounds and the artistic display. All come together in harmony to please your palette.

### Caramel

Panaji's Bakery & Delicatessen, Vivanta Goa, where fresh goodies are baked daily. The talented pastry chefs work around the clock to create classics as well as innovative bakes that have dessert-loving guests dropping in for mini meals and coffee breaks. Caramel's menu includes Breads, Gateaux, Salads, Sandwiches, Burger Wraps, Quiches, Muffins, Cupcakes, Pastries, and Artisanal Chocolates. Caramel's local specialties, such as crispy Rissois (Traditional Portuguese Croquettes) and Custom-Made Cakes, are also highly regarded.

**Signature Dishes** – Baked New York Cheese Cake, Royal Chocolate Truffle Pastry, Red Velvet Pastry, Classic Opera Pastry.

Cuisine - Bakery & Delicatessen, Patisserie

Timings - 1000 Hrs to 2200 Hrs



### Tease

Tease, the high energy zone unleashes a slew of liquid refreshments to quench your thirst for life. Soak in its contemporary interiors as you discover its eclectic style sofa seating, virtual wine rack at the entrance, Fuse signature cocktails, teasetinis, premium spirits, and international beers. Located on the lobby level

**Signature Cocktail** – The Unbeatable Jalapeno Margarita, Kill Me Chilli, The First Crush.

**Signature Dishes** – Chouriço Chilli Fry (Spiced Pork Meat in Goan Red Spices), Camarão Tigre Cilantro (Chef Rego's Signature – Tiger Prawns Flavoured with Fresh Coriander), Chicken Xacuti (Complex Combination of 18 Spices), Pork Vindaloo/Sorpotel (Diced Pork Cooked in Thick Red Gravy), Bebinca (Traditional Layered Cake, Flavoured with Nutmeg), Alle Belle (Crepe Rolls with Nuts and Jaggery).

Cuisine - Bar, Goan



Timings - 1230 Hrs to 0200 Hrs

## Latitude

Cuisine : North Indian, Goan , Italian, Continental

Only 24 hour all day dining restaurant with an open interactive kitchen and artistic food presentation is located at the lobby level. They have a buffet option available during breakfast, lunch and dinner time.

Note- Lunch & Dinner Buffet will include 1 glass of wine, or 1 Pint of Beer or 1 Cold Drink



	Timings	Adults (Above 12 yrs )
Breakfast	7:00AM to 10:30AM	Rs 900 + 18%
Lunch Buffet	12:30PM to 3:30PM	Rs 1000 + 18%
Dinner Buffet	7:00PM to 10:30PM	Rs 1200 + 18%

Children below 5yrs are not charged & 5yrs-12yrs are charged 50% of the actual rate

Cuisine - Multi-Cuisine

Timings - 24 Hours

Dress code - Smart Casual

## Tamari

Cuisine: Chinese, Thai, Japanese cuisine (Sushi)

There is a Teppanyaki counter which makes an interactive dining experience while two private dining allow for an exclusive experience, either for work or family

Apart from the 'usual suspects' Tamari has some innovative options: The food can be ordered as small plates, stir fries, sizzlers, big plates, curries & sauces. It is located at lobby level.



Lunch	12:30 PM to 2:45PM (Last order at 2:30PM)
Dinner	7:00PM to 11:45PM (Last order at 11:30PM)

## EVENTS SPACES

Vivanta Goa, Panaji is efficiently equipped to handle multiple events of many types, from business meetings to large conferences or social soirées to grand wedding receptions. Corporate guests are spoilt for choice with our three sunlit, pillar-less boardrooms, Strategy & Analysis, Agenda and Debate. Accommodating up to 40 people each with additional pre-function areas, they are equipped with state-of-the-art audio visual equipment including drop-down screens and pre-set lighting. For larger conferences, sit-down dinners and parties, the Tango 1 and Tango 2 ballrooms – at 1455 sq. ft. and 1062 sq. ft. respectively - offer tall, elegant, pillar-less space with pre-function areas. Both ballrooms can be combined into a single 2517 sq. ft. hall, which makes it perfect for wedding receptions as well as new product launches. For an al fresco option, choose Open to accommodate 120 guests with pleasant city views of Panaji at the rooftop.

### ❖ *Strategy and Analysis*



### ❖ *Strategy*





## ❖ *Analysis*



## ❖ *Tango*



## ❖ *Tango 1*

## ❖ *Tango 2*



## ❖ *Agenda*



## ❖ *Debate*



## ❖ **Open**



# FRONT OFFICE

## *Intoduction*

Front office deals in accommodating guest in the hotel and is a very important department. It is an essential because it deals with the allocation of room, which is a major income of hotel. The way in which a receptionist deals with the guest has the direct impact on the guest. Front Office is one department, which deals with guest directly. A receptionist, with his salesmanship can induce the guest to stay at the hotel and in this way it increases the revenue the of the hotel.

The person at the reception carries the perpetuation of the hotel with him. They take down the Check INS of the guests and groups. They hand over the keys to the guest too. The first thing done by an assistant is to check whether the guest has a reservation or not. In case he is not shown any reservation and the guest is a walk in then the guest can be straight away refused in case he is suspected of any untoward thing. Incase the guest has a booking then a registration card is given to him to fill up boards The require details. (the card attached along with the page for every detail. Then the guest is handed over the key to his room, which the assistant checks on his room, which the assistant checks on his computer and allots.

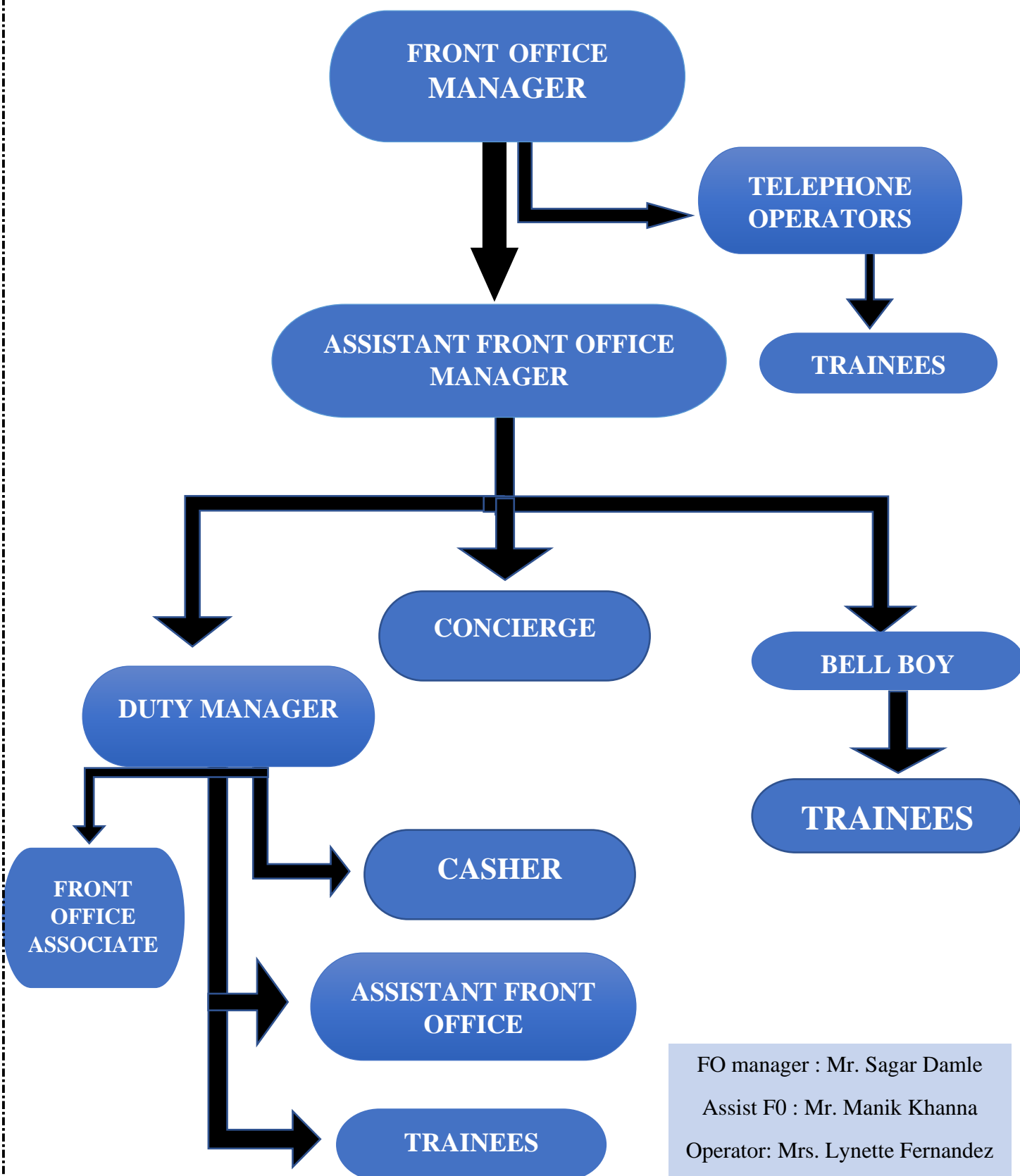


The bellboy then leads the guest away to his room. Then the assistant enters the details of the card into his computer. An identification number is given to the guest who is written down on the registration card. Then the rate is checked in the computer and after everything is ascertained then the entry is made in the guest arrival register.

‘First Impression is the last impression .’ The first department with guest comes in contact. Front office department is just one of the department, working towards the satisfaction of the guest.

For a hotel ‘Room Sold Revenue’. Room are the major operating revenue producing department. It coves 80-85% of hotel revenue and does not need investment frequently.

# HIERARCHY OF FRONTOFFICE DEPARTMENT



FO manager : Mr. Sagar Damle

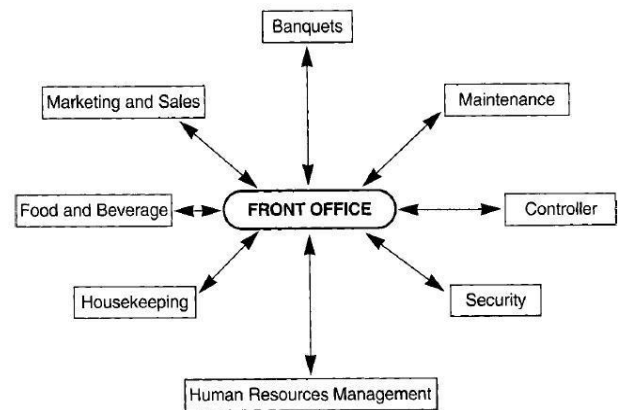
Assist FO : Mr. Manik Khanna

Operator: Mrs. Lynette Fernandez

Duty manager :Vishwajit ,Jason,  
Dipu ,Sona

## INTERDEPARTMENTAL CO-ORDINATION

1. **HOUSEKEEPING** : Both Front office and Housekeeping are concerned with rooms. The former with letting the rooms & latter with preparation of room. For this to be done efficiently there must be constant exchange of information between the two departments. The housekeeping informs the front office about the occupancy thrice a day. It also informs about room change being done out of order rooms, rooms taken for re-decoration. Which helps in smooth functioning of Front office and also sale of room without delay.



2. **Security** : Co-operation here is mainly concerned with prevention of fire theft and safe keeping the property.

3. **Telephone** : Reception and information assistant after receiving any request for wake up call, pass is on to telephone operator department keeps the Front Office posted with the information regarding any STD, ISD or personal calls made by the guests of various rooms so that the Front office cashier can do the posting the guest general accounts.

4. **Accounts** : There is a close co-operation between Front Office cashier and lobby staff. The receptionist informs cashier about walk-in or scanty baggage and ask him to take an imprint of credit card of cash in advance. Bell caption informs cashier about our so the he can prepare the bill for presentation.

5. **Sales** : Sales & Front Office department co-ordinate on management level in improving the rooms sale on lean occupancy days. Sales department sets the rates corporate companies that are corporate and the meal plan rates, which is sent to the reservations.

6. **Other F & B outlet** : Front office sends information to different F & B outlet about the group arrival in advance. So, that they can prepare themselves in advance.

## **JOB DESCRIPTION**

### **FRONT OFFICE MANAGER**

1. He is responsible for the functioning of this department.
2. He checks staff attendance, duty roster & sanction leaves.
3. He handles staff disputes.
4. He deals with guest complaints.
5. He sets, maintains the hotel standard & operating procedures.
6. VVIPS & VIPS are treated as per his specifications.
7. Introduction of new systems viz. The instant reservation system needs his consent. He grooms staff in this aspect.

### **DUTY MANAGER**

1. Present all the time in his desk.
2. This manager is more concerned with the rapport with the guest than any actual paper work as the Front office manager
3. At night Duty Manager looks over the functioning of the department.



### **SPECIFIC RESPONSIBILITIES**

4. Meeting all the guests on arrival and departure.
5. Ensure that room blocking are done on time and information disbursed to relevant departments
6. Implementation on the VIP check in procedure STARGATE.
7. Proactive to arrangement for large block/VIP movements in terms of transportation, baggage movement, staff.
8. Ensure smooth group checks in co ordination with the Group Coordinator.



9. Double checking car pick ups for all VIP guests.
10. Redressed of guest complaints and logs down incidents requiring the management attention and follow up with decision when necessary. The would also inculude after midnight.
11. VIP escorting support.

## **CASHIER**

There are 5 cashier who report to the Duty Manager on shift. There are 3 Shifts

Morning: 07.00 - 16.00hrs

Afternoon: 15.00 - 00.00hrs

Night: 22.00 – 07.00hrs

In each shift 1 cashier is on duty.

1. At the beginning of each shift the float is counted and should match the handover sheet amount. The exchange rate for the foreign currency is checked.
2. Any special handover, if any, is noted.
3. During the course of the shifts the check outs are taken.
4. The guest folios from various outlets are slotted into the correct slot in the pigeon hole. At the end of the shift the float is counted, rebate reports, cash report, paid out reports, foreign currency journal is printed.
5. The credit card transaction on E, D.C. are tallied with computer records.
6. Handover is given to the next shift.
8. Any excess is given to the account department and if it is less the money is taken from accounts.



## RECEPTION

The reception operates 24x7. All the shifts besides handling Check INS, registrations and inquiries are required to do certain tasks as listed below:-Morning Shift (07.00hrs-16.00hrs; 09.00hrs-1800hrs)



1. Check for the house position for the and expect house position.
2. Check for expected arrival (EAL), crew and group movement.
3. The EAL breakup is done on the basis of type of check-in time wise i.e. at the interval of 2hours starting from 0700hrs.
4. Take handover. Check the complaint register, log book and fax file.
5. Check the mail on hold file. Print a vacant room report and update it.
6. Room to be blocked as per prior request in liaison with Guest Relation Executive and; housekeeping.
7. Rooms for crew to be blocked and announced to housekeeping.
8. Maintain a copy of the functions of the day list. Housekeeping discrepancy to be completed within 30minutes of its receipt.
9. Check on any follow up with reservation. Print rate info report & verify rates.
10. Registration card to be tallied with EAL & any missing registration card to be printed.
11. Complete handover book, log book & prepare the morning handover checklist. Distribution of crew sheet if any to be done.
12. Registration card to be tallied with EAL and any missing registration card to be printed.
13. Complete handover book, log book and prepare the morning handover checklist. Distribution of crew sheet if any to be done.

# LEARNINGS

## Conducting Briefing

Briefing is need to be conducted everyday in the beginning of every shift by the Duty Manager of the incoming shifts. Also the briefing are to consider a platform for discussing feedback and suggestions to improve operations.



- Occupancy of the previous day is informed.
- Current day current shift arrivals and departures are informed.
- Current house position and competitive positioning.
- Occupancy Ratio (Average room rate, Revenue per room (RevPAR), Occupancy percentage)
- Discuss the VIP arrivals and VIP in-house.
- Profile, Rates, Preferences and Room assigned of VIP guests and single lady guests.
- Function for the day (events meeting wedding's celebration)
- Discuss on trust you scores about good and bad ratings.
- Checking of proper grooming and presentation of the staff.

## Situation handling

I learned that any challenging situation which might occur during the functioning of the hotel is handled efficiently and professionally to upload the standard of the hotel as is synonymous with its name .

- Fights in the hotel premises

I had to face one during my internship like wherein I was on the board line taking calls in back office I received a call from room

no 108 the Guest called meh up from his personal cell phone and complained saying that one person has gotten him on his hand as soon I heard about that I asked the guest if he is injured or got any serious injuries he told meh that he have no marks but the person has beaten him he told me to check the CCTV and send the security Asap First I thought that it was one of the hotel employees who fought with him. While he was telling meh all this I took all his details and informed the security in charge , Security Manager Duty manager and floor in charge. As soon as they reached it was already a chaos on the floor lobby where in the guest were fighting and it could be heard till the ground floor . All the managers went upstairs and told them to come down and brought them down in meting room where in the got to knew that the person who has beaten him up was his friend itself who he had called from outside .



- Staff entering guest room for cleaning by mistake.

It so happened one day that I had to face this. The guest was a regular customer of the hotel. I received a call from room no. 220 asking for room cleaning urgently



There were continuous calls like one after other so by mistake I wrote 226 on my ask log sheet and then message on the group but later realized that the room no was wrong so



deleted the message for everyone and until I deleted the person already gone in the room to clean up unfortunately the guest was not in the room she had been to panjim market when I deleted the message the person left all the things messed up in the room itself and went to the other room which had requested for cleaning. When she returned she saw the room and she got angry and called me complaining about



it but unfortunately I forgot that I only had done that mistake and I told her that I'll connect her to the housekeeping executive and there she can inform here regarding the same. The call came back then she shouted at me saying that it was my mistake I apologize to her for my mistake I told her that it was my mistake but she was not ready to listen until then she came down the lobby and created a mess. All the HODs meet here in person and apologize to her for the inconvenience caused and gave her complementary meals. Then they came to me asked me to explain what actually happened. I really got scared but they didn't shout at me but they told me to calm down and asked me to tell them I told them that it happened by mistake so they told like whenever like this happened uh need to inform the concerned department that it's a wrong room no and inform the correct room no. It was a life change experience in real life as an employee because things completely different when you are working and when you are a guest

## Other situations



- Guest slips and trips in the banquet function.
- Child hurt in the hotel premises.
- Pest found in guest rooms.
- Guest checked in into an occupied room.
- Guest checked in into dirty room.
- Maintenance breakdown in the guest room.
- Theft of guest private property.
- Damage to guests private property.
- Fire in the guest room.
- Guest slips in the bath tub.
- Guest receiving a threatening call.
- Guest misbehaving with a hotel staff.
- Drunk guest wants to take a room.
- Guest taking hotel items.
- Guest uses the hotel but does not have the money to pay for the same.



## Call Receiving and Screening

I learned to ensure that there is no delay in answering guest calls and to provide prompt service to all guest

- Basic steps to follow
  1. Pick the call as soon as the consoles lights up. Do not let the call ring for more than a ring
  2. Answer the call with Greetings and assist the caller as per his/her requirements
  3. Connect him to concerns person





4. Ask to keep the guest on hold if the lines are busy
5. Apologize for the delay and inconvenience caused.
6. Wait for the guest to disconnect the call. permission
7. No calls should be delayed or missed.
8. If missed any than give a call back.



- Basics standards to follow

### **1. Answering an External call:**

Good (Morning/Afternoon/Evening) you are connected to Vivanta by Taj Panaji Goa, how may I re-direct your call?

### **2. Answering an Internal call:**

Good (Morning/Afternoon/Evening) this is Nadah at the Ask!! How may I assist you?

### **3. Answering Guest call:**

Good (Morning/Afternoon/Evening) Mr. /Mrs. ....!! This is Nadah at the Ask!! How may I assist you?

### **4. Before transferring the call to the extension:**

Allow me to connect your call?

### **5. While keeping a call on hold**

Good (Morning/Afternoon/Evening) you are connected to Vivanta by Taj Panaji Goa, how may I re-direct your call?

Guest: - May I be connected to Room reservation

Ask:-I am sorry (Sir/Ma'am) the lines are busy, May I please put you on hold while the reservation lines are busy

Or May I take a message

Guest: - No I will call back

Ask: - Thank you, Wait till the guest hangs up the phone.



## 6. While taking back the call from hold button

Sorry to keep you waiting/Thank you for holding .....connecting you (Sir/Ma'am)

## *Telephone Line Transferring*

### TRANSFER A CALL :-

Press TRANSFER -> Type or Press the Extension Code -> Release

### TRANSFER THE CALL TO RECEPTION FOR NIGHT SHIFT

Press CFI -> \*23613 -> Release

Press CFO -> \*23613 -> Release

### TRANSFER THE CALL BACK TO ASK IN THE MORNING :-

Press CFI -> #2 -> Release

Press CFO -> #2 -> Release

**PUT CALL ON DND: 14“ EXTENTION” 15 ,17**

**REMOVAL OF DND: 14 ”EXTENTION” 16 ,17**

## **Handling Guest complaints**

I learned to ensure that the guest feedback is escalated to the concerned department and efficiently resolved and recorded for future visits.

- If the guest complained regarding anything first we need to apologize to the guest no matter what.
- Ask the guest about the details of the complaint.
- Reconfirm the problem and show empathy
- Listen to the Guest properly and patiently without interrupting and make him feel important



- Take the complaint down on ask log sheet and inform him that his complaint will be attended to immediately
- Immediately inform the concerned department about the same .and also inform the duty manager and keep
- Don't forget to take a follow up after 5 min with the department
- If some is going to attained the guest than inform the guest and keep
- After receiving confirmation from the concerned department inform the duty manager
- The guest complaint and feedback which defines his preference likes and dislikes must be recorded for future references.
- Complaint must be logged in the Dm's light book.

### **Handling DND Calls Request**

I learned to ensure that the privacy of the guest is maintained while handling calls when guest has put his room under Do Not Disturb



- If the guest calls and ask for DND status for his/her room, then ask the guest for the duration of DND status by saying “certainly Mr./Mrs ,<guest last name>till what time would you like to be disturbed.
- Offer the guest an option of DND in the room as well
- Put the guest room as DND in PMS and also put a notice on a notice board in the Opertator room stating the guest name ,room number and till which the DND status is valid
- When the room has been placed on DND status all the internal calls will automatically be routed through the Operator's.

### **Incognito Guest call handling**

I learned to ensure that the guests needs of privacy and confidentiality is respect and met

*In case the guest is using his/her actual name:*

- A guest either at the times of making a reservation or at the times of check in would indicate that he would want his identity not be disclosed
- On receiving this information “incognito” should be entered after the guest last name in profile screen.
- All front office personnel on receiving any call for the guest should check for his name on Ctrl F7 screen.
- If they find “incognito” on ge profile screen it means that guest does not want his identity to be disclosed.



**“In such a case the caller should be informed that the guest is not staying with us”**

*In case the guest is using his/her alias name:*

- At the time of check in the associate to check with the guest how would he like the operator to handle his incoming calls.
- Update incognito name in the profile section in PMS
- For calls received for incognito guest ( i.e. guest residing in the hotel and not using their actual names)
- If the caller uses the actual name instead of the alias name, inform the caller there is no guest by tht name who is staying at hotel.
- “Sorry sir”/madam we do not have Mr./Mrs \*guest last name\* staying in our hotel”
- If the caller uses the Alisa name of the guest then treat the call in the same way as an announced call
- For all the celebrities guest AFOM/FOM must check with the secretary/Agent how they would like us to handle calls for the guest.

It so happened one that one of our guest was incognito and i dint knew about that the guest is incognito and the caller asked me for the information about the guest firstly I told her that we cant disclosed

the information about any guest in our hotel but she was not ready to understand she was like I know that he is staying at your hotel. I told the guest to be online n give me a while to check and let her know I login the account and I checked that the guest With that name was under incognito so as soon as I saw that I told her that we dont have anyone as such staying with us and asked her if I could help her in any other way she was like ok leave it I'll find at my own.

### **Registration card updating**

I learned to understand how to make a guest profile and reservation updated as per the registration card .Updating of the registration card is done at the end of the shift or during shift, if time allows main guideline to be followed are as follows

Update the Guest profile by selecting the option “Profile” details on the Opera system

- Details taken from guest as written ,business card or any other documents.
- Re confirm the correct spelling/salutation
- Designations
- Address
- Phone number/ mobile number
- Email address
- Passport and Visa details in case of foreign national
- U.N passport details in case of diplomat

Note: Prior to updating the details it is mandatory to check if the guest profile is already available in the opera system in order to avoid duplication profiles. Opera is integrated within all the taj group of hotels therefore by making it easier and convenient for guest.

Creating a sharer profile

If the Guest is on double occupancy, shares profile is made as follow

- Select on options in reservation screen

- Select on option sharer
- Select on the option combine and pop windows will appear as a copy payment Details select as no
- Sharer Name to be entered accordingly and number of adults to selected as zero.
- Reservation type to be entered as zero
- Payment mode to be entered as cash
- Tick on no post
- Finally select okay and if sharer is arrived show check in accordingly in the system
- Always change the billing instructions for 2<sup>nd</sup> occupancy as shares and update guest profile accordingly

The Duty manager checks the attached profile quality report in the annexure to ensure that all the profiles are updated properly.

## Wake Up Calls

### While Taking the Wake-up Call

Good (Morning/Afternoon/Evening) ...Mr. /Mrs. ....!! This is Nadah at the Ask!!  
How may I assist you?

Guest: - I would like place a wakeup call for tomorrow morning

Ask: - At what time (Mr. /Mrs.)

Guest: - Tomorrow morning at 06:00 AM

Ask: - Mr. /Mrs. Tomorrow morning at 06:00 AM, do you require a reminder wakeup call after 10 minutes

Guest: - Yes please it would be nice

Ask: - Would you like to order for a Tea/Coffee with your reminder wakeup call





Guest: - Yes please hot chocolate milk with more of coco powder

*Reconfirm the wakeup call with the guest*

Mr. /Mrs. ....!! Your room no is 235 and you have requested for a wakeup call for tomorrow morning at 06:00 AM followed by a reminder wakeup call at 06:10 AM with hot chocolate milk with more of coco powder

Wish the guest .....Good Night  
Mr. /Mrs.

Wait till the guest hangs the phone.

Call the IRD and give the guest request to the concern person in IRD and confirm the name



Ask: - will jot down the wakeup call with the IRD request on the wakeup call sheet

*While giving the wakeup call*

Good Morning Mr. /Mrs. ...!!! This is your 06:00 AM wakeup call, Have a pleasant day (Depending on how the guest responds team member)

If Reminder Wakeup calls.....Good morning Mr. /Mrs. ...!!! This is your 06:10 AM reminder wakeup call Have a pleasant day (Depending on how the guest responds team member)

*Wakeup call Follow-up*

All wakeup calls received by the ASK associates from either the staff or the guest should be recheck if it is for AM or PM and for which date and then entered on the hot log sheet with correct room number and the wakeup call time and lastly highlighted.

All wakeup calls to be entered in the wakeup call sheet .

All wakeup calls the alarm should be set.

ASK associates to recheck again all the wakeup call process is been followed or no

ASK associates to check the hot log sheet again and again after every 10 minutes, if the wakeup call is set or no on the Alarm clock or the mobile, to be on the safer side

To check again if the alarm is set or no as per the time AM or PM

Guest request for a wakeup call for continuous period of days

Take down the wakeup call with room no and the name of the guest and repeat the date of checkout

Repeat all the key details before the guest hangs up the phone

Enter the wakeup in the wakeup call sheet under Room no and name of the guest and the time followed by the reminder wakeup if given by the guest

If Tea/coffee order by guest sent an email to the IRD copied to the concern HODs

Write a log on the log book about the wakeup call and give a hand over to your next colleague if the wakeup call is for more than 2 days.

The name should be tallied on the system before giving the wakeup call to the guest.

Write the date given of the wakeup call on the wakeup call sheet in the column

1. In case a guest does not respond to his/her wake up call given by the operator, a Bell boy goes to the room with the room key & rings the bell.
2. If the guest does not respond the room is opened & the guest is woken up.

## **CHECK-IN PROCEDURE**

1. Ask the guest for the last name or the confirmation number after greeting the guest .
2. Confirm with him the number nights he has reservation for.
3. Ask for guest preference regarding smoking/ non-smoking room.
4. Check for room availability.
5. Take down the information required in the registration card e.g. Payment details, passport details etc.
6. Print the registration card.
7. Obtain signature on the registration card after confirming date of departure, room
8. Confirm mode of payment and take an advance payment in case of cash payment amp; pre-authorization in-case of credit cards.
9. Check-in the guest. Give the room keys & escort to the room. Wish him a pleasant stay.



## **CHECK-OUT PROCEDURES**

1. Greet the guest and ask for the room number, verify his name.
2. Check for the minibar consumption with the guest.

3. Page the minibar department on the Triton Console about the guest departure.

4. Read the comments on the guest profile. Print the guest folio.

5. Present to the guest for verification and obtain his signature, on the folio.

6. Ask for mode of payment, in cash or direct payment.

7. If credit card, check if any pre-authorization has been taken on the card. If it has been taken then go offline and charge the amount on the guest credit card. If the pre-authorization is taken on the card on that card then swipe the card and charge the guest. Obtain the guest signature on the credit card slip. Attach to the folio.

8. During the entire procedure, converse the guest, ask for feedback and scope of improvement

9. Paid out In case a guest wants a cash of rs500 is given without any commission and 5% commission is charged on sum of rs500, the limit is only rs2500. The cash is only given against credit card

10. IOU This is for Interdepartmental cash transfers. Cash is given and an IOU form is signed as a proof

11. Rebates In case of wrong positions or comparison rebates are offered but have to be authorised by the duty manager.





## Check In / Guest Arrival

1. The guest is met at the porch & his luggage is kept at the bell desk
2. After the guest has checked in, the room number is taken from the Front Desk & the luggage is delivered to the room. The Errand Card is filled; the pieces of Luggages are noted on it.
3. If the guest is not accompanied by Guest Relation Executive then the Bell Boy Offers to explain the hotel & room facilities to the guest.
4. Incase of scanty baggage guests, the front desk is informed.



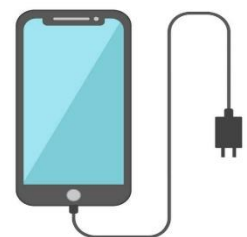
## Check Out / Guest Departure

1. The baggage is collected from the guest room and tagged.
2. After the guest has checked out, the bell boy accompanies the guest to the porch, keeps the luggage in the car & wishes a fond farewell.



## Process for charging guest mobile

- ❖ When guest approaches at the Front Desk to say that they require their mobile to be charged
- ❖ Front Desk in a polite manner wishes the time of the day and request the guest to fill the details on Baggage Storage Receipt.
- ❖ Or else Front Desk associates can also assist the guest in writing the details on the Baggage Storage Receipt
- ❖ Once the detail is filled up
- ❖ The Front Desk associate tears and give the below half slip to the guest and request the guest to hand over the slip for the return of the mobile.
- ❖ And Forward the mobile with the Details filled to the ASK department to get the mobile charged
- ❖ On guest request for return of the mobile, the ASK operator should request for the half slip of Baggage Storage Receipt as an



evidence, and then only return the mobile to the concern person to be on the safe side

## WIFI Login Process

- ❖ Switch on WIFI
- ❖ Select VIVANTA BY TAJ network
- ❖ Enter Room No. as User name and first or last name as Password
- ❖ Select I AGREE and click Login
- ❖ Select the Plan (Standard as complimentary or Premium on chargeable basis)
- ❖ Click continue
- ❖ Enter the details and click continues.
- ❖ Now you will be able to Browse the internet.



## LEARNING OUTCOMES

- ❖ Handling of the Switchboard.
- ❖ Familiarized with Extensions
- ❖ Familiarized with Departments/HOD's
- ❖ Handling of Telephone calls(External/Admin and guest calls)
- ❖ Familiarized with the telephone Etiquettes
- ❖ Welcome the guest in traditional way.
- ❖ Serve welcome drink to the guest
- ❖ Attach photo ID and business cards to the Reg card of the guest
- ❖ Checking of Reg cards
- ❖ Update the Reg card for the respective shift
- ❖ Tally the reg cards
- ❖ Stand in the Lobby and helping the Guest
- ❖ Escorting guest till the room
- ❖ Escorting guest till the restaurant
- ❖ Helping the bell boy at times of busy periods
- ❖ Handling of Emergency calls (Doctor on call out/Bomb Threat call/Incase of Fire)
- ❖ Handling of guest request and Monitoring the job task if they are done on timely basis
- ❖ Familiarized with the basic Opera system
- ❖ Monitoring of Hot log sheet
- ❖ Handling of Guest requested for room phone on DND
- ❖ Handling of Wakeup call
- ❖ Updating of Manual tracker (Complains/Wakeup calls/Medicine request/Emergency request)
- ❖ Handling of guest request for DVD/Cables/Charges
- ❖ Monitoring of Log book/DVD book/Cable book and Charger book
- ❖ Updating of Medallia guest comments in the Opera
- ❖ Taking of guest messages if no response from the room
- ❖ Handling lost and found of the guest
- ❖ Monitoring of lost and found

❖ Preparing welcome drink.



## TRAINING ASPECTS

- ❖ **Aim and Objective of Training :-** Doing Hotel Management only By Theoretical Knowledge means of book is not perfect solution for the achievement in the hotel industry . It requires Proper and practical knowledge about each and everything in an hotel industry I kept my goal to learn most out of this practical industrial training programme. By working in the department of the hotel and get to know the secret behind its successful working in this competitive world
- ❖ **Identify Strengths and Weaknesses:-** During this training period , I got to know completely about me that where I am lacking around. With this I corrected my mistakes also with the help of seniors who taught me and corrected my mistakes, showed me the correct way to work and some hospitality standards.
- ❖ **Discipline:-** In order to survive in the hotel industry as a trainee , also as a employee firstly we have to maintain discipline and a good relation with our seniors and heads . Maintaining attitude plays a important role, in case of guest as well as of seniors; but it should be of correct manner. No matter where to succeed Discipline matters a lot.
- ❖ **Speed :-** I got to know the importance of speed in hotel industry, when we work 24/7 no matter what the time is we have to serve the guest at most speed with accuracy
- ❖ **Flexibility :-** A trainee needs to be flexible , hotel has its core department which are further divided into sub departments . As a trainee we get to work in each and every department. We always need to change ourselves according to the department
- ❖ **Initiative :-** Being a trainee I got to know about each and every department in and out . At many times during the absence of the seniors and heads, I had to take my own decisions and take initiative and tackle the guest with the rules as per taught by them.

- ❖ **Motivation** :- Being self motivated when the guest appreciates for the service provided by us. Also my colleagues and seniors motivate me when I do Which is impossible for me.
- ❖ **Inspiration** :- I used to get inspired by the colleagues and seniors working in the department . They teach us each and everything that at is right and wrong ? . Handling guest complaints being the departmental head and responsible for it.

## CONCLUSION

It all started with the Interviews . This was a very tough period for , as I was going to undergo Interviews for the first time in my life . As I thought I had to undergo 3 Hotels with Interview Where I got selected in the two hotels. And I was confused with both because both were a good option for me to choose but I choose the one which was close by to me because of the timings. Which was almost 30 minutes away from my house. Hence I choose to work for VIVANTA GOAPANAJI. I thought that some things happens for the good reason.

My training schedule was from 16<sup>th</sup> of may till 16<sup>th</sup> of july ,Overall 2 months. It was for 9 to 10 hrs shift .The initial training period was tough and difficult to get addict to the work scenario . As I have never worked until now for so long working hours. After some days I got addicted to work . I experienced many new things in life . The training period was a turning point in my life. Where I got to learn many new things in life . I got to learn each and everything of the departments , types of services which are availed in hotel and a lot many things .

First few weeks were not that good .Even the phone were not allowed in the hotel we had to keep them on the security checkin . I was feeling bored and I hardly had to do anything in first few weeks and even I dint knew much people but slowly slowly I started interacting with everyone. Working with new people was not so difficult. I got got friendly with them and learned a lot many new things .

During these 2 months I completely changed myself to be a hotelier and also gained a lot of confidence. I got to know the meaning of hard work. My whole training period was wonderful learning Experience I got to deal with skilled and experienced staff members who were very supportive both in getting the work done and providing information. They were more so good I could ever imagine I really had a good time with them. Working with experienced staff has helped me a lot in learning how to get the maximum work done in short period of time.

Working with them even made me value manpower and time. My whole training period has made me more confident about my communication skills as I was in constant contact with the guest, seniors and other staff members. This experience brought out my strengths and also the areas I needed to improve. It added more confidence to my professional approach, built a stronger positive attitude and taught me how to work in high pressure in a calm and cool way. It was an absolute worthwhile decision of working with VIVANTA GOA PANAJI. Here they have a good training Programs like every 2nd weekend there were seminars like on "Revenue Management " "wine making" "whiskey masterclasses" "Women sexually abused in hotel" "Fire work safety at work" "Khau Gali" (street food stalls for employees) "Yoga Day"

The Main objective of doing internship was to gather real life working experiences and put my theoretical knowledge into practice. Working in this department made me realize my competence and level of understanding.

As an intern thought I had limited space to work . I still managed to grab plentiful of experience. I made the best of every opportunity I was given and made the utmost use of my ability and knowledge to fulfill all my responsibilities. I could implement my academic skills into practice and my efforts were highly acknowledged. There is however some gap between our theoretical knowledge and real life practices. Yet the managerial level staff members is quite open towards upgrading current approach, which was extremely motivating

Hence after all of it I can sum up by saying that my internship experience was a milestone to my academic and professional experience. I thoroughly enjoyed the challenges that came along every single day .I could also bring some minor improvements during my internships which were able to leave their Mark's. These lessons that I have learned will be a valuable one for my future as well.



# ACTIVITIES





# MEMORIES





NO OF DAYS	DATE	DAY	SHIFTS	SHIFTS TIMINGS	DEPARTMENT	THINGS LEARNT AND TASK DONE
1	22/05/16	Monday	Morning	10:00 to 6.00	L&D department	Introduction
2	22/05/17	Tuesday	Morning	10:00 to 6.00	L&D department	Hotel Tour
3	22/05/18	Wednesday	Morning	9:00 to 6.00	ASK	Familiarized with Extensions/Department/HOD's
4	22/05/19	Thursday	Morning	9:00 to 6.00	Ask /Reception	served welcome drink
5	22/05/20	Friday	Morning	9:00 to 6.00	ASK	Packing of Return gifts
6	22/05/21	Saturday	Morning	9:00 to 6.00	ASK	Familiarized with Extensions/Department/HOD's
7	22/05/22	Sunday	Morning	9:00 to 6.00	ASK	Familiarized with the telephone Etiquettes
8	22/05/23	Monday				
9	22/05/24	Tuesday	Morning	9:00 to 6.00	ASK	Handling of Telephone calls(External/Admin and guest calls)
10	22/05/25	Wednesday	Morning	9.00 to 6.00	ASK	Handling of Telephone calls(External/Admin and guest calls)
11	22/05/26	Thursday	Morning	9.00 to 6.00	ASK	Recving of calls / Wakeup calls
12	22/05/27	Friday				
13	22/05/28	Saturday	Morning	7.30 to 4.30	ASK	Transferring of calls
14	22/05/29	Sunday	Morning	11.00 to 8.00	ASK	Taking guest request
15	22/05/30	Monday	Morning	11.00 to 8.00	ASK / reception	Serving welcome drink
16	22/05/31	Tuesday	Morning	9.00 to 6.00	ASK	Handling of guest request and Monitoring the job task if they are done on timely basis
17	22/06/1	Wednesday	Afternoon	1.30 to 10.30	ASK	Handling of guest complaint
18	22/06/2	Thursday	Morning	11.00 to 8.00	ASK	Transferring of calls to our other hotels
19	22/06/3	Friday	Afternoon	11.00 to 8.00	ASK / reception	Serving welcome drink
20	22/06/4	Saturday				
21	22/06/5	Sunday	Afternoon	11.00 to 8.00	ASK	Taking guest request for charging guest phone
22	22/06/6	Monday	Afternoon	1.30 to 11.00	ASK / reception	Serving welcome drink
23	22/06/7	Tuesday	Afternoon	1.30 to 11.00	ASK	Taking guest request for baggage down and informing the be desk
24	22/06/8	Wednesday	Afternoon	1.30 to 11.00	ASK	Taking guest request for complimantry movies
25	22/06/9	Thursday				
26	22/06/10	Friday	Afternoon	1.30 to 11.00	ASK	Handling of emergency calls
27	22/06/11	Saturday	Afternoon	1.30 to 11.00	ASK	Handaling of lost and found
28	22/06/12	Sunday	Afternoon	1.30 to 11.00	ASK	Handling of guest request and Monitoring the job task if they are done on timely basis
29	22/06/13	Monday	Afternoon	1.30 to 11.00	ASK / reception	Serving welcome drink
30	22/06/14	Tuesday	Afternoon	1.30 to 11.00	ASK	Handling of Emergency calls(Doctor on call out/Incuse of Fire)
31	22/06/15	Wednesday	Afternoon	1.30 to 11.00	ASK	Learnt Updation of guest Profile
32	22/06/16	Thursday				
33	22/06/17	Friday	Afternoon	1.30 to 11.00	ASK	Handling of guest request and Monitoring the job task if they are done on timely basis
34	22/06/18	Saturday	Afternoon	1.30 to 11.00	ASK / reception	Serving welcome drink
35	22/06/19	Sunday	Afternoon	1.30 to 11.00	ASK	Learnt Updation of guest Profile and how to make shares
36	22/06/20	Monday	Afternoon	1.30 to 11.00	ASK	Learnt about incognito guest
37	22/06/21	Tuesday	Afternoon	1.30 to 11.00	ASK	Gave a wakeup calls
38	22/06/22	Wednesday	Afternoon	1.30 to 11.00	ASK	Lerant about courtesy calls
39	22/06/23	Thursday	Afternoon	1.30 to 11.00	ASK	Gave courtesy calls asking thm if they facing any difficulties
40	22/06/24	Friday	Afternoon	1.30 to 11.00	ASK / reception	Serving welcome drink / courtesy calls informed guest abt event
41	22/06/25	Saturday	Morning	7.30 to 4.30	Ask	Handaling guest complains
42	22/06/26	Sunday	Morning	8.00 to 5.00	Ask	Made welcome Drink
43	22/06/27	Monday	Afternoon	1.30 to 11.00	Ask	Welcomed the guest
44	22/06/28	Tuesday	Afternoon	1.30 to 11.00	Ask	Supervior took a cross examing us with the Qetion
45	22/06/29	Wednesday				
46	22/06/30	Thursday	Afternoon	1.30 to 11.00	Ask	Handling guest Request
47	22/07/1	Friday	Afternoon	1.30 to 11.00	Ask	Packing of Return gifts
48	22/07/2	Saturday	Afternoon	1.30 to 11.00	Ask	Guest request for charging his phone
49	22/07/3	Sunday	Afternoon	1.30 to 11.00	Ask	Leart abt how to handle emergency calls
50	22/07/4	Monday	Afternoon	1.30 to 11.00	Ask	Section on how to control Fire in an fire emergency
51	22/07/5	Tuesday	Afternoon	1.30 to 11.00	Ask	Handling of Guest request
52	22/07/6	Wednesday	Morning	7.30 to 4.30	Ask	Handling of Guest request
53	22/07/7	Thursday	Afternoon	1.30 to 11.00	Ask	Placing of an alerts /Ascourting the guest to the pool side
54	22/07/8	Friday	Afternoon	1.30 to 11.00	Ask	Receiving of calls/ Wakeup calls
55	22/07/9	Saturday				
56	22/07/10	Sunday				
57	22/07/11	Monday	Afternoon	1.30 to 11.00	Ask	Updations Of guest profile/ Courtesy calls/ welcomedrink.
58	22/07/12	Tuesday	Afternoon	1.30 to 11.00	Ask	Answering the calls
59	22/07/13	Wednesday	Afternoon	1.30 to 11.00	Ask	Taking of guest messages if no response from the room
60	22/07/14	Thursday	Afternoon	1.30 to 11.00	Ask	Updating of Medallia guest comments in the Opera
61	22/07/15	Friday				Last working day
62	22/07/16	Saturday				Clearance