



REPORT ON
INTERNSHIP AT
TAJ RESORT AND
CONVENTION
CENTRE



NANDINI MAEWAL
GOA UNIVERSITY
IMBA TY- 1918

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ACKNOWLEDGEMENT

I, Nandini Maewal, acknowledge the completion of my training program at Taj Resort and convention Centre, Dona Paula, Goa.

I am extremely grateful for the most exhilarating experience of this internship, and all the values and exposure it gave me.

I would like to extend my greatest appreciation to all my professors for making me able to complete this internship successfully.

I would also like to thank the entire staff of Taj Resort and Convention Centre for their tremendous support, encouragement and motivation. Their consistent direct and indirect support assisted me to prepare for the industry and skilfully handle the entire training.

Without each one's guidance, I wouldn't have been able to grasp and learn so much throughout my training period.

ABSTRACT

The hotel industry stands tall when a number of departments come together and work as a team.

A few of such departments are Human Resources, Finance, Accounts, Learning and Development, Security, Sales, etc. with Front Office, Food and Beverages, Food Production and housekeeping being the core departments of the hotel.

Front Office is considered to be the face of the hotel and the Front Office personnels are supposed to have the maximum knowledge about the hotel, location, etc.

Keeping this in mind, I completed my internship training of two months from 18th May, 2022 to 15th July, 2022 in the Front Office department of Taj Resort and Convention Centre, Dona Paula, Goa, India.

ABOUT THE HOTEL

TAJ Hotels were incorporated in the year 1899, by the founder of Tata groups Mr. Jamshedji Tata. IHCL (Indian Hotel Company Limited) opened the first hotel, the Taj Mahal Palace, Bombay in the year 1903.





It's South Asia's largest hospitality focused enterprise.

The following are the most famous hospitality brands of IHCL in India.



Taj Resort and Convention Centre, started in the year 2019, with a forested hillside perch and gorgeous sea views.

It is owned by the FOMENTO Group, who also have expertise in print media and education as well. TRCC stands tall next to its sister property Cidade de Goa, which is also owned by Taj Seleqtions.

It is at a 45 min drive from the Dabolim International Airport, Goa, and 15 min drive from the capital city Panaji.

It's a luxurious vertical resort in Goa with 299 rooms, with 17 themed suits, with a spa, BLD the multi cuisine restaurant which means Breakfast, Lunch and Dinner, The Banyan which is the resort's "EAT BAR". They also have a speciality restaurant called C2C which means Coast to Coast, a gym, a kids club, a rooftop infinity swimming pool, another infinity pool at the UB level, a banquette hall, multiple business meeting halls and board rooms and a 40 seater cinema hall.

TATA Values:

- ✓ Integrity
- ✓ Excellence
- ✓ Pioneering
- ✓ Units
- ✓ Responsibility

PILLARS OF IHCL:

- ✓ Trust- Right Product & Information Transparency.
- ✓ Awareness- Strategies, Tactics, Perspectives.
- ✓ Joy- What we do? How we do? Good working environment.

7 PILLARS OF TOURISM:

- ✓ Swagat- Welcome
- ✓ Soochana- Information
- ✓ Suvidha- Facilities
- ✓ Suraksha- Safety
- ✓ Sahyog- Cooperation
- ✓ Samrachanam- Infrastructure Development
- ✓ Safai- Cleanliness

There is a committee '**POSH**' aka **Prevention Of Sexual Harassment**. It is there to report any kind of verbal, visual or physical conduct of sexual harassment. They raise recommendations and punishments for the problems.



Safety is a huge matter of concern, and to prevent any kind of occupational hazards, trainings are given in order to educate people about the kind of safety hazards in the work area, for example- slip and trip, machinery, radiation, electrical shock, fire, etc.; and are also taught how and when to use the fire extinguishers and how to follow the evacuation processes in case of emergencies.

Maintaining proper **hygiene** and **sanitation** in the work area is extremely important.

For male workers- Hair should be neatly cut, nails to be trimmed, no jewellery or accessories to be worn except a decent watch. Uniform should be prim and proper. It should be clean and neatly ironed.

For female workers- Hair should be tied in a bun, nails to be trimmed, only one pair of earrings to be worn. No access jewellery or accessories except a decent watch. Uniform should be prim and proper. It should be clean and neatly ironed.

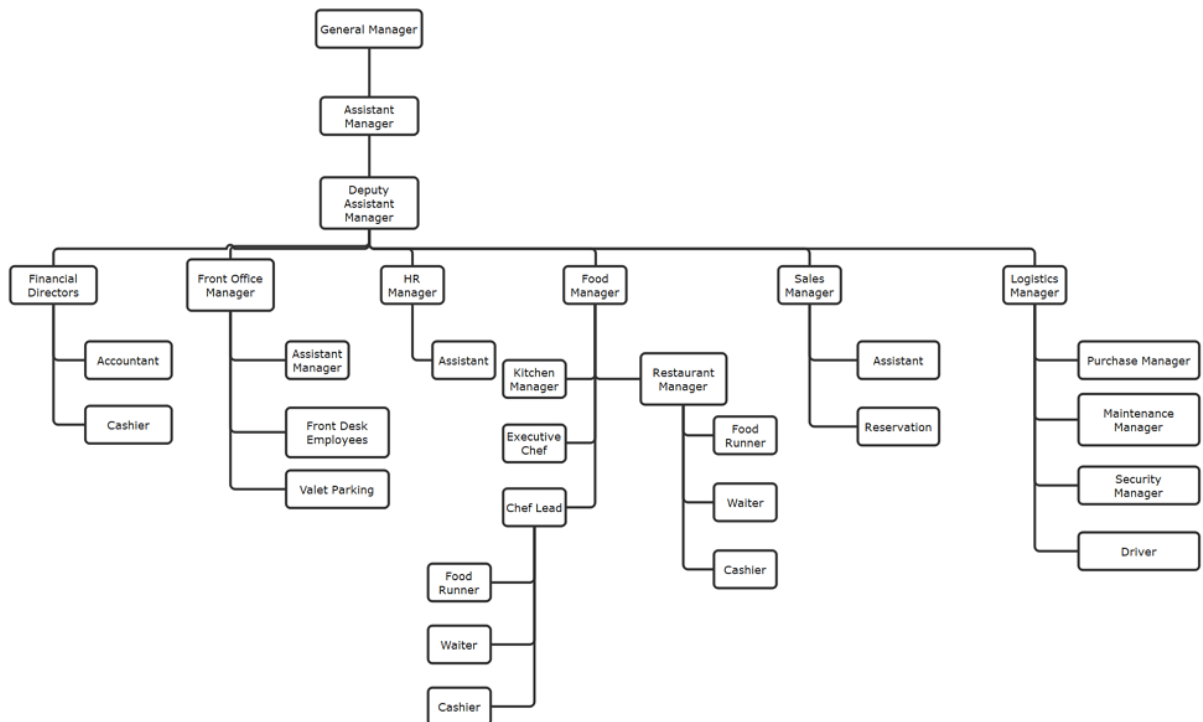
Being **punctual** should be every hotelier's pride.

Despite the challenges that may be faced by one caused due to climatic conditions, etc., one should be on time, dressed in crisp uniform, at the time allotted for the duty, respectively.

HOTEL ORGANIZATIONAL

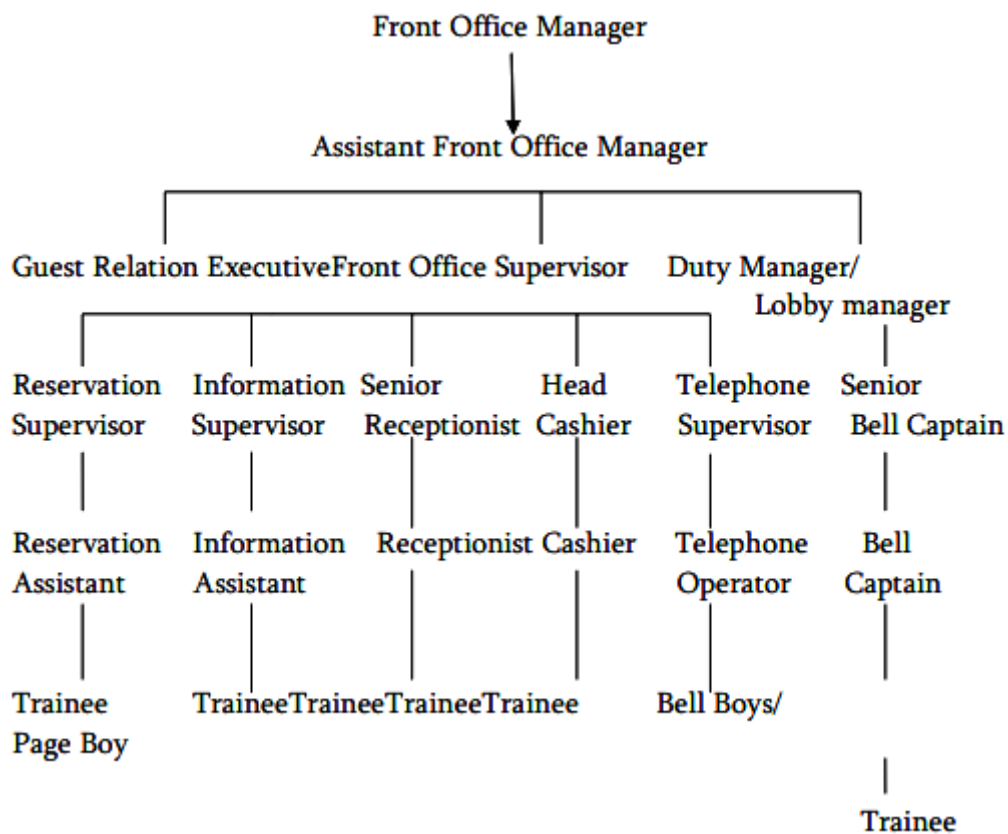
CHART

Hotel Organizational Chart



FRONT OFFICE

ORGANIZATIONAL CHART

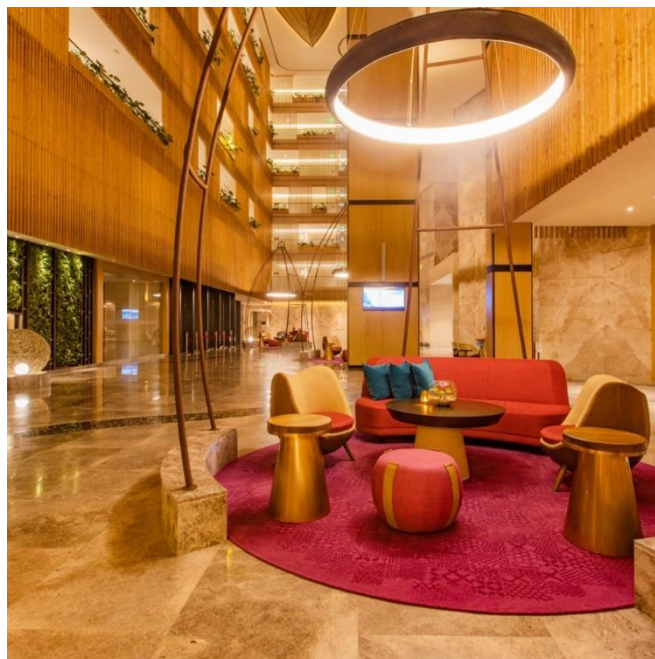


FRONT OFFICE

Front office is the first department of hotel which comes in guest contact, at the time of guest arrival and the last department when they depart from the hotel. This department performs the various functions like reservation, reception, registration, room assignment and bills settlement of a resident guest.

The main functions of this department is Reservation, Guest Services, Check-in, Check-out, Telephone, Finance & Cashiering, Foreign Exchange, Room Assignment, Inquiry, Kids Club, etc.

The Front Office is also called the nerve centre of a hotel.



WHAT TO OBSERVE IN

FRONT OFFICE

There are certain shifts that are more important to be done in order to learn the systems and procedures of the department.

One should make sure that they cover all shifts so as to understand the department fully.

1. Greeting, meeting & escorting the guest.
2. Total capacity and tariffs of the rooms.
3. Location and role of status board, different types of status's maintained.
4. Special rates and discounts applicable to groups, business houses, airlines, VIPs etc.
5. Identification of kind, mode and type of reservation.
6. Filing systems and follow-up on reservations.
7. Types of plans and packages on offer.
8. Forms and formats used in the department.
9. Meaning of guaranteed, confirmed and waitlisted reservations.
10. Reports taken out in the reservations department.
11. Procedure of taking a reservation.
12. Group reservations, discounts and correspondence.

13. How to receive and room a guest.
14. Room blockings.
15. Size, situations and general colour schemes of rooms and suites.
16. Discounts available to travel agents, tour operators, FHRAI members etc.
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones.
18. Guest registration, types of guest folios, arrival slips, c-forms and their purposes.
19. How to take check-ins and check-outs on the computer.
20. Various reports prepared by reception.
21. Key check policy.
22. Mail & message handling procedures.
23. Departure control.
24. Percentage of no-shows to calculate safe over booking.
25. Group and crew rooming, pre-preparation and procedures.
26. Scanty baggage policy.
27. Housekeeping discrepancy – investigation.

28. Handling of room changes / rate amendments / date amendments / joiners / one person departure / allowances / paid outs and all formats accompanying them.

29. Requisitioning of operating supplies.

30. Handling of special situations pertaining to guest grievances, requests, etc.

31. **BELL DESK / CONCIERGE FUNCTIONS:** Luggage handling during check-in & check-out, left luggage procedures, wake-up call procedures, scanty baggage procedure, handling of group baggage, maintenance of records, errands made, briefings etc.

32. **TRAVEL DESK:** coordination, booking, transfers etc.

CHECK- IN PROCEDURE

The hotel uses a system known as Opera. This system enables any employee with an id to make bills, assign rooms, check statuses, etc.

Meeting and greeting and receiving the guests is one of the tasks. When a guests enters the lobby, the bell boys help them with their baggage and tags the bags to avoid misplacing the luggage. Welcome drinks are served to the guest whilst they are seated and the check- in is in process.

After they are seated, we confirm the booking made in the system.

We provide them with a registration-card to fill important information for the hotels data base.

We ask for their photo ID to be scanned and saved in the system, so that if he is a repeat guest he doesn't have to be bothered again, we take his/ her signature and check if the room is ready to receive a guest, if not we call housekeeping and ask them assign a room for them.

The welcome drinks we served at TRCC were Kokum juice, Lemonade, Orange Fizz and Panna. Each to be stocked

continuously from the bar, and kulhads to be washed and counted after every use. It has to be made sure that every guest is welcomed with a fresh drink, and clearance is done right after they finish their drinks. VIP guests are often served Champagne.

After this is done the guests are provided with the key card along with the Wi-Fi access and few details about the hotel, like the location of the pool, restaurant, the gym etc. and the extension numbers. They are then escorted to the room by the GRE and the luggage is taken up by the bell boy. After which we had to enter the address, phone number, email id, gender, nationality, passport and visa, arrival information into the system.

And manually write in the AnD (arrival and departure) book.

In the case of a VIP guest, the GRE along with the manager wait at the entrance of the hotel to welcome the guest with a garland, he/ she is escorted to the room assigned to him/ her. The GRE politely requests for the guest's signature on the reg-card and their photo ids, and leave them to unwind. We then continue with the checking in procedure. And check that all the departments are well aware of the presence of the VIP in the house and try to make his/ her stay as pleasant as we possibly can.

HOW TO HANDLE WALK-IN GUESTS?

If the guest presents a conformation letter, verify the date and the name of the hotel, the guest may have arrived on a different date or at the wrong hotel.

Check with the guest if the reservation was made by another person, it is possible that the reservation agent might have entered the reservation under the booker / the person who called. Re-verify the reservation by searching by the last name, reservation number, mobile number, booker name, travel agent etc. If the agent had booked from the travel agent ask the guest to call up the travel agent and get more details of the booking.

Ask the guest to reconfirm the arrival date and departure date again. The guest may be arriving on a different date or it is possible that this guest was a no-show for the previous night.

If all the above checks and given negative results then after checking the availability of the room in the hotel, the GRE can take the guest for a show round and make a quotation. If

the guest is happy with the price, the GRE can make a new reservation.

When the reservation is created for walk in guest the source of the reservation should be tagged as "Walk-In".

TELEPHONE ETIQUETTES

An important task at the front office is to handle a call professionally.

- In a hotel we can receive calls from within the hotel or outside the hotel.
- Telephone operators should be well verse with all the information which might be asked from him.
- The extension at TRCC is '0'.
- Guest make any sort of request here and this call should not be forwarded to any other department. It should be resolved then and there. The operator can receive calls from other departments as well as from the guest.

Jargons used: Good morning/ afternoon/ evening. Guest services, Nandini speaking, how may I assist you? (For internal calls).

Thank you for calling Taj Resort and Convention Centre and Cidade de Goa, how may I help you? (For external calls).

- A 'hot sheet' should always be maintained at operators to take down guest requests and follow up. The operator should respond promptly, identify themselves clearly.

Go out of your way to help, hear carefully, terminate politely, apologise if needed. This creates personalisation.

- Always address the guest by name.

SINGLE LADY TRAVELLER

During the time of reservation, the reservation is tagged SLT - single lady traveller, so that the front office team is aware of that. Once the reservation is processed under this category the front office team assigns the room.

They have to ensure that the room has lady amenity kit, Famine magazines, health magazines, health menu in IRD.

A female GRE should be there to welcome the single lady. She should be thoroughly informed about the facilities in the hotel, especially about the emergency preparedness plan. She should ensure that there is an airport pick up, a female GRE goes to pick her up. The chef has to call her room for personalized service and order taking, rooms should be served by female housekeeping attendants.

A fond farewell is a must.

SCANTY BAGGAGE

PROCEDURE

- Guest who are coming with minimum baggage are considered scanty baggage guest.
- The bell boy should be vigilant enough to track the guest during check-in only.
- Bell boy has to inform the reception and record in scanty baggage register against room number, name of the guest, duration of their stay.

Reception associates will have to collect 150% of room tariff as incidentals.

- Put a no post flag if the guest has not given incidental part and communicate to other point of sale like restaurant, IRD, housekeeping for minibar, etc. so that they can also collect the incidentals then and there from the guest.

One should be vigilant for these guest and proper reception shift handover also to be given.

- Do not extend the stay of the guest without advance deposit.

WAKE UP CALL

PROCEDURE

- > Good morning/ afternoon/ evening Mr. Joshi, this is Nandini from the reception, how may I assist you?
- > Certainly, please allow me to make a note of the wakeup call.
- > Mr. Joshi, what time would you want to have a wakeup call?
- > Certainly, do you want any reminder wakeup call?
- > Would you care for tea coffee with your wakeup call?
- > Would you like me to arrange transport to the airport for you?
- > Mr. Joshi, I have recorded your wake up call at 7:15 am with a masala tea for room 1247.
- > Would you care for any other assistance from our side?
- > Thank you for calling Mr. Joshi, have a good night.

GIVING A WAKE UP CALL

- > Good morning Mr. Joshi, this is your wake up call at 7:15am. Your masala tea will be there in the next 15 minutes.
- > Do you want any other service from our side?
- > Have a good day ahead!

Wakeup call is recorded in the wake up call register along with additional requests of other departments.

SHOW ROUND OF THE HOTEL

- There are instances where guest often come to the hotel for property show around. They may want to have shown round to see the room or banquet halls before booking.
- To give a show round of the hotel, the purpose should be asked. It is always advisable that it is done after consulting the duty manager and preferably done by the sales team, this is done for security reason.
- When giving a show round of the hotel, staff should ensure that all the facilities provided by the hotel are covered giving a broader and clear picture to the guest.
- Staff should start from facilities in the lobby where restaurant are generally located - cuisine plus timing should be mentioned to the guest.
- Recreational facilities like gym, pool etc. timings should be mentioned and their location to be shown.
- Other facility like board room, business centre etc. should be covered.

- One room of each category to be shown, if vacant, to give a broader picture to the guest.
- General inclusions should be mentioned to the guest.
Estimate tariff can be revealed if guest asks.
- Once the show around is completed, a feedback can be obtained to know about the success of the tour.

VISITOR POLICY

- We should first enquire the visitors, whom they have to meet, with their name as well.
- Visitors telling the room number should not be considered.
- Once the visitor tells the room number of the guest the receptionist should enquire about the availability of the guest in the room and whether the guest wants to meet the visitor in the room or in the lobby.
- Accordingly we proceed.
- If the guest asks for the visitor to come to the room, we should ask the visitor for a photo-id which we will scan or take a copy and store in visitor's record file. We will also ask the visitor to pen down his number and name and arrival time. Once the details are obtained, the receptionist should walk the visitor to the guest room and take his signature as proof of the visitor's entry.

KEY CARD POLICY

The key check in policy, at the time of issuing a key to the guest:

(a) If the guest has just checked in, we have to check in the system if the room is clean, confirm it with housekeeping and make the key and then issue it.

(b) If he/she is in-house guest, he has to check the room number and name of the guest and confirm it with the system, and only then issue the key.

GUEST COMPLAINT

HANDLING

- In an organisation, especially hotels, there are often instances when guests are not happy with hotel's services or products. So as a result, they often tend to complain.
- As a front office personnel, it is an 'ART' to handle complaints tactfully so as to solve it to the guest's satisfaction.
- First and foremost, whenever a guest is complaining we should always hear what the guest is saying and immediately apologise for the inconvenience.
- We should empathise with the guest whenever he is complaining.
- We need to analyse what made the guest complain.
- In the hotel industry, we might be critical to absurd complaints from the guests, but despite of the kind of complaint, it should be handled with utmost care.
- Wi-Fi related issues, TV signal issues, air-conditioning issues in room, some food related issues, key card not working issues, are just a few examples.

- Our aim should be to solve all the problems so that the guest feel the worth of spending their money on our hotel.

CHECK- OUT PROCEDURE

The checkout procedure is done with caution to avoid any billing mistakes. Early in the morning, the reg-cards of the departure for the day are kept ready by the night shift personnel in a file for the morning shift. When the morning shift personnel arrives, they check the number of checkouts for the day, and check the entire bill in the system. According to the information provided they make note of the outstanding payment to be made by the guest.

To cite some examples:

ENTIRE BTC (Entire Billed to Company) wherein we don't collect any cash from the guest, just a signature on a bill for the hotel.

ROOM BTC (only room is Billed To Company) wherein the hotel bills for the room are paid by the company, but the guest has to pay for the extras like the minibar, the food bills, etc.

DP (direct payment) where the guest has to pay for everything, the room, the food, the minibar etc.

When the guest come to check out we print the bill according to his preference and collect the respective amount from the guest. During the time of billing the GRE enquires the feedback about the stay from the guest and listens to the positive and negative feedback attentively.

They then see the guests off. The associates then file the bills in the appropriate register and at the end of the day get the bills signed from the GM and FOM.

Apart from these major tasks, we have to take charge of a lot of other minor things like, when someone come to meet a guest, we had to scan their ids and fill it, BTC registers to be filled, medicine register, cycle register, wake up register, hot sheets, etc.

REPORTS PREPARED IN THE

FRONT OFFICE

DEPARTMENT

1. Daily pick up report.
2. The materialisation report (closing of the night).
3. Room plan report.
4. Flash report.
5. Revenue report.
6. Trip adviser report.
7. Social media report.
8. GRE report.
9. Guest complaint report.

REGISTERS IN THE FRONT

OFFICE DEPARTMENT

1. Cycle Register
2. Medicine Register
3. AnD Register (Arrival and Departure)
4. Wakeup Call Register
5. Visitors File
6. Log Book
7. Hot Sheet
8. Amenities Voucher
9. Cashier Handover Book
10. Room Exchange Book
11. Duty Manager Check List
12. Encashment
13. BTC Register
14. Petty Cash Voucher
15. Kids Club Register

ROOM FACILITIES

1. Mini Bar
2. Safe Deposit
3. Cable TV
4. Wifi facility
5. Wardrobe
6. Full Length Mirror
7. Hair Dryer
8. Iron and Ironing Board
9. Shower Cubicle n Bath Tub
10. Toiletries
11. Bath Linen
12. Data Port
13. Tags like DND, Clean my room, Collect my laundry, etc.

TYPES OF MEAL PLANS

BB- Bed and Breakfast

AP- American Meal Plan

MAP- Modified American Plan

RO- Room Only

DND- Do Not Disturb

DBRT- Direct Billing Room and Taxes

EPO- Each Pay Own

HOTEL FACILITIES

1. Outgoing Calls
2. Concierge Services
3. Safe Deposit Lockers
4. Spa
5. Kids Club
6. Fitness Centre
7. In room dining
8. Laundry service
9. Sightseeing trips
10. Swimming pool
11. Differently abled guest facilities
12. Fire alarm flasher for hearing impaired individuals
13. Wi-Fi facility
14. Business Centre

MY OBSERVATIONS

On the Opera system, there is a lot to observe. I learned how to block a room for a guest, how to create and update guest IDs. I learnt about registrations, importance of reports and folios.

I spent a few days in the welcome drinks area, and learned the importance of teamwork and eye for detail.

I learned a lot about greeting, meeting & escorting the guests to the rooms, the restaurant or help them out with any problems they may be facing. Moreover, learned how to interact with different types of guests.

Maintaining a poise is crucial.

Interacting with guests from different parts of the world was ecstatic.

Making key ready for the guests, Printing welcome letters, Filling the log book, Visitors file, Hot sheet, Cycle register, Amenities register, Medicine book, BC register, Attending to guests personally, Giving wakeup calls, Going on show rounds, Printing Register cards, Checking the guests into the system at the time of check-in, Guest management,

Filling the "AnD" book (Arrival N Departure), Filling the reservation form, Printing emails, Stamping bills, Punching and filling the reservations and Filing the reservations in different folders according to the dates.

I spent a few weeks in the Kids Club area. I learned how to take entries of the kids, maintain the area, make sure the pest control is done, make sure the toys are clean, get cake pops and other savoury items for the kids, and make sure the kids are comfortable at all times.

Lastly, I spent time in the guest services. It was by far the most crucial area as we had to attend and cater to all kinds of guests, internal or external. Arranging call back from the sales team, diverting calls to concerned departments, resolving with issues personally, and professionally using the proper jargons, is what I specifically learned in that area.

FEW SIGHTSEEING TRIPS

1. Churches of Old Goa
2. Temples around Ponda
3. Spice farms
4. Boat cruise (River Mandovi)
5. Floating Casinos
6. Night Clubs like Titos, Mambos, SinQ, Mojo's.
7. Beautiful beaches (North Goa) Anjuna, Vagator,
Calangute, Baga
8. Friday Market, Mapusa.
9. Wednesday Flea Market, Anjuna (seasonal - Nov - March)
10. Saturday Night Market, Arpora (seasonal - Nov - March)
11. Shopping in Panaji city
12. Visit to fashion houses like Sosa's Boutique at Rua de
Qurem, Panaji.

CONCLUSION

My training at Taj Resort and Convention Centre, Goa has been nothing less than an amazing and most informative exposure of my life. I find myself extremely lucky have had a chance to work here amidst some of the most talented and supportive staff. I don't think I would have received any better experience and exposure to the industry, other than this, for it being my 1st internship ever.

This internship has not only given me the industrial knowledge and practical experience but has also taught me the most basic skills like better communication, management skills, teamwork, time management, self motivation, etc.

I have overall developed a much better confidence in myself.

I, not only developed some great work relationships, but also got mentored by some of the most successful people, who have been doing great work for the industry. They taught me a lot throughout the internship as well as made sure that our training was well equipped, and enjoyable.

I have seen a great growth in myself which is ultimately going to help me a lot in my future endeavours.

In review, a service related businesses, as in the hospitality industry, the need of education and training cannot be ignored.

Most importantly, the training enhanced my orientation to the industrial scenario and its many challenges and subtleties.

The smooth functioning of an industry depends to a large extent on the mutual cooperation among its different departments.

Nevertheless, this internship has been an excellent and rewarding experience. I am sure these learnings will be able to help me with opportunities in the future.

A FEW PICTURES TAKEN BY ME DURING THE TIME OF MY INTERNSHIP



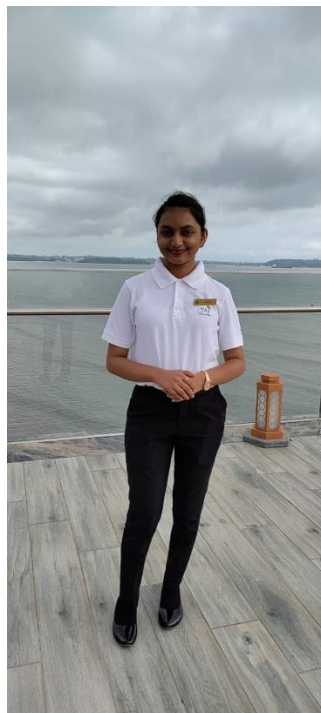
Taj Resort and Convention Centre.



Me, with my Family at TRCC.



TRCC's trainee's uniform.





Group check-in lobby.



Main lobby with a boat's hull design on top, resembling the clean beaches of Goa.



Rooftop deck with the stunning sea-view.



Internship certificate.

TAJ[®]
RESORT & CONVENTION CENTRE
GOA

TRAINEE'S PERFORMANCE EVALUATION

NAME: Nandini Maewal INSTITUTE: Goa University

DEPARTMENT: Front Office

WORK AREA: Industrial Front Office/ Guest Services

TRAINING DURATION (in the area): 8 WEEKS FROM 18/08/2022 TO 19/01/2022

PUNCTUALITY (No. of times late): NIL NO. OF DAYS ABSENT: 19

REASON FOR ABSENCE: Sick leave - 19 days for personal (Medical treatment)

I. PERFORMANCE	4	3	2	1
II. SPEED OF WORK	4	3	2	1
III. DESIRE TO LEARN	4	3	2	1
IV. INITIATIVE	4	3	2	1
V. COMMUNICATION	4	3	2	1
VI. ATTITUDE TOWARDS				
(A) SUPERIORS	4	3	2	1
(B) COLLEAGUES	4	3	2	1
(C) GUESTS & OUTSIDERS	4	3	2	1
VII. PERSONAL APPEARANCE	4	3	2	1
VIII. NEATNESS AT WORK	4	3	2	1

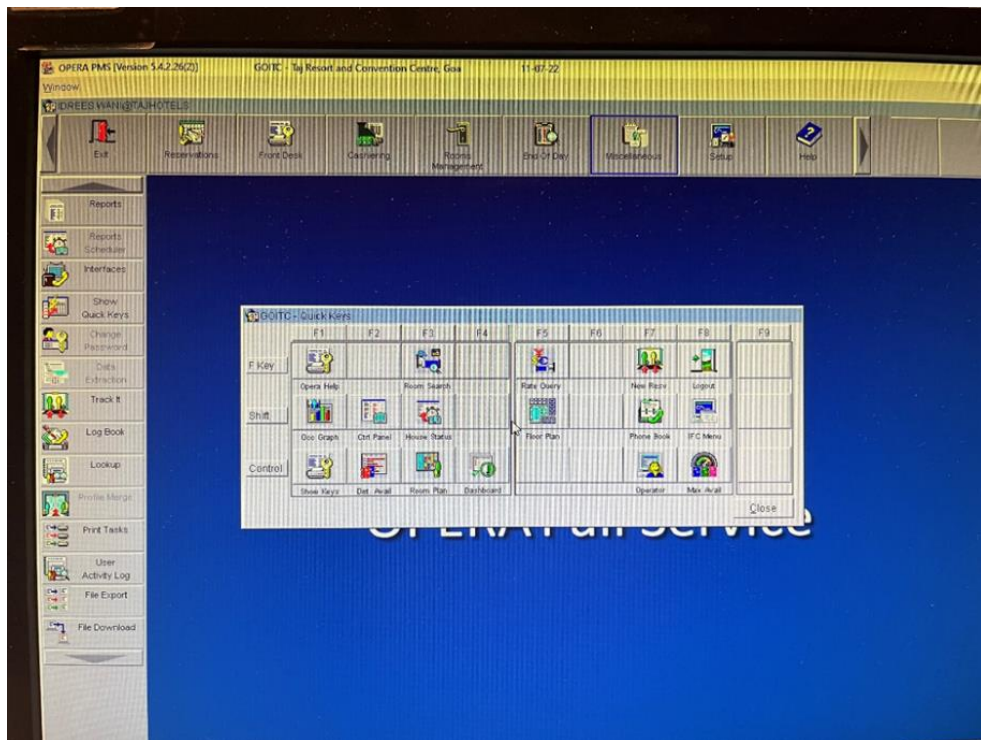
Overall comments on the trainee's performance and supervisor's feedback:
Very good and very helpful and
not missing anything all the very best Goa.

Trainee's Signature: Nandini Maewal Head of Department: Mohammed Salim Sectional Manager: Manoj Kumar

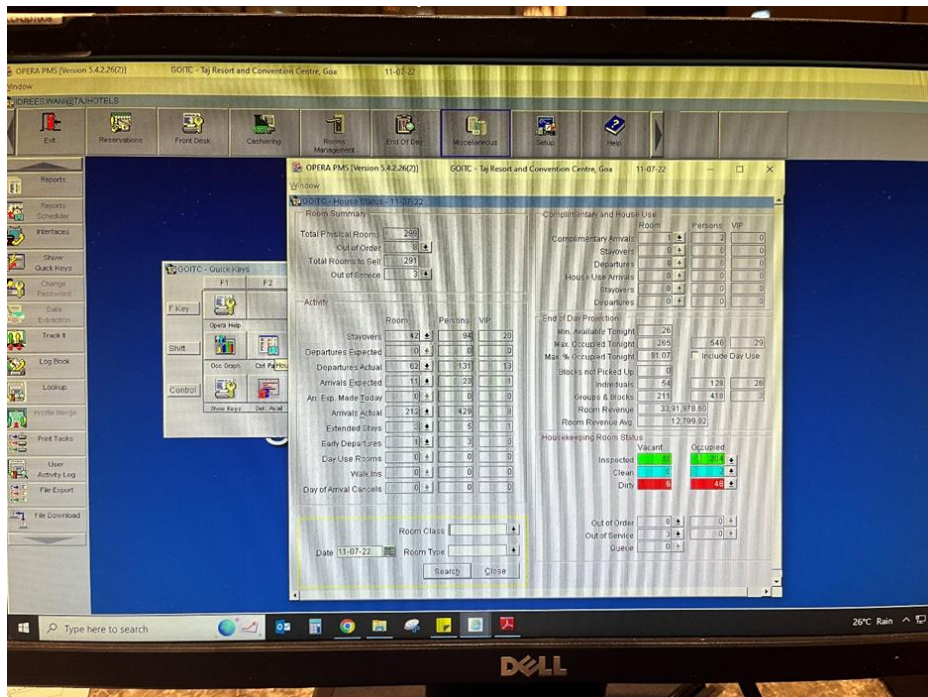
Excellent	Good	Average	Poor
4	3	2	1

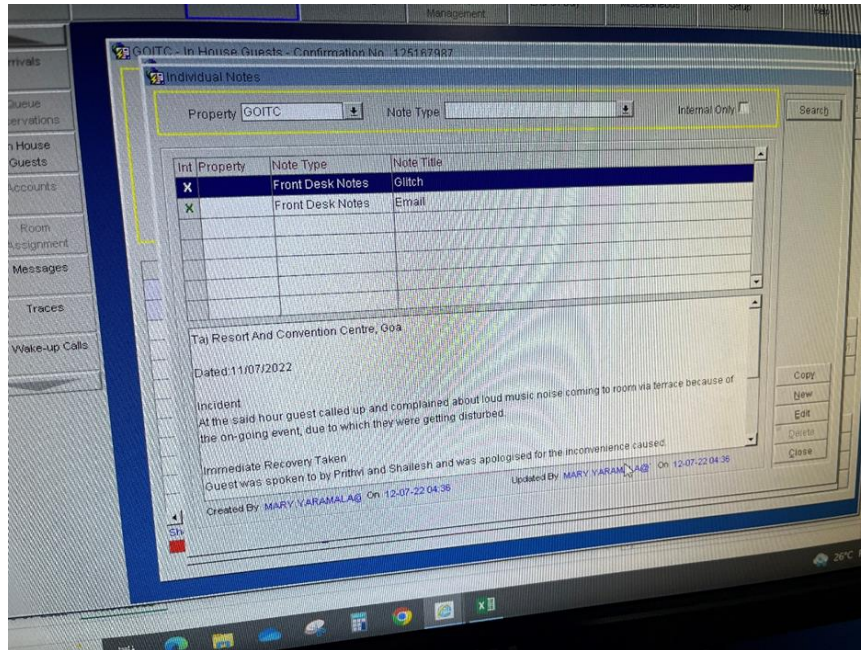
3.5/4

Taj appraisal form.



The opera system.





Glitch report.

[illegible]

Netma report (No one ever told me anything).



Kids area.

[illegible]



Yellow card for any hazardous problem area that needs to be fixed.

[illegible]

Guest services register and key card machine.



Concierge team.



Paper bag making day.



Trainees.