

Final Year Internship Report of



GOA

In Human Resource Department

Submitted to Goa University

For the partial Fulfillment of Course in

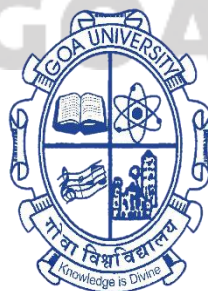
Integrated Master in Business Administration (IMBA) Part 2

By

Nigel Crisanto Braganza

Roll No: 1501

Batch: 2020-22





DECLARATION

I, Nigel Braganza a student of M.B.A Part 2 of IMBA, Goa University, hereby declare that the Final year Internship report at The Hard Rock Hotel, Goa trained under the Human Resource Department has been prepared by me towards the partial fulfillment and completion criteria for the IMBA course. This project is neither in full nor in part that has been previously formed the basis for the award of any other degree of either this University or any other University.

Date: 13th August 2022

Place: Goa University

Name: Nigel Braganza

Roll No: 1501



ACKNOWLEDGMENT

At the outset of this internship report I would like to express my gratitude towards the faculty of IMBA program who gave me an opportunity to gain industrial exposure in the field of Human Resource Department at Hard Rock Hotel, Goa which helped me to understand and gain further knowledge while specializing in Human Resources.

I would also like to express my special thanks to my Senior Human Resource Manager Ms. Valencia Crasto and Assistant Training Manager Mr. Ruben Menezes for always guiding and helping me in understanding the department as a whole.

GOA

CONVENTION HOTELS

INDIA

Work, Stay and Holiday.

Date: 11th August 2022

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Nigel Braganza**, a final year student of IMBA, Goa Business School, Goa University was an intern with us as a **Human Resource Trainee** in **Human Resources Department** at **Hard Rock Hotel Goa** from **10th February 2022** to **10th August 2022**.

During the above period we found him to be dedicated in all respects & keen towards learning.

We wish him all the best in his future endeavours.

Best Regards,

For Hard Rock Hotel Goa
Convention Hotels India Pvt. Ltd.



Authorised Signatory.

Convention Hotels India Pvt. Ltd | Chi.in

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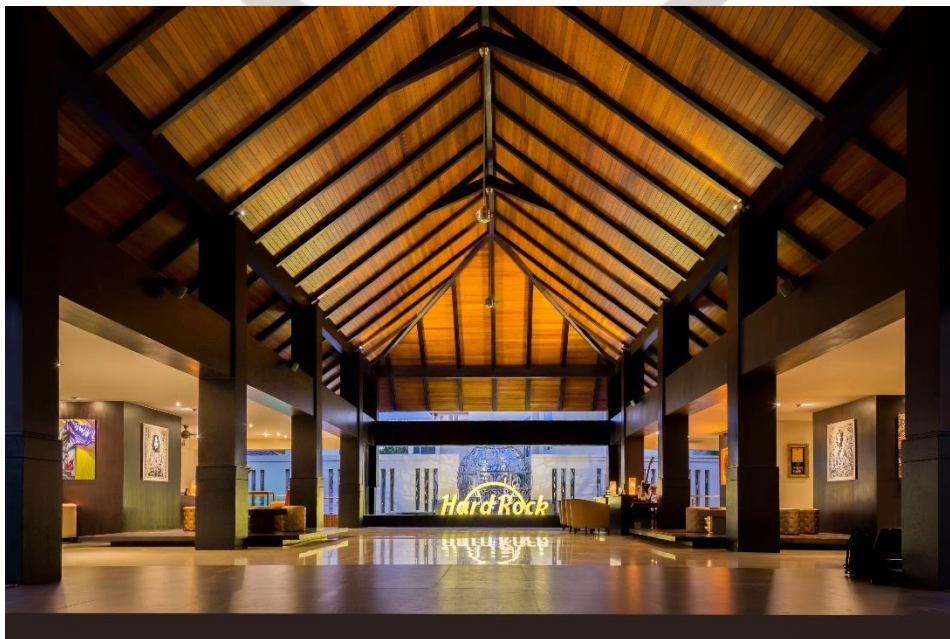
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LIVE IT UP AT HARD ROCK HOTEL GOA

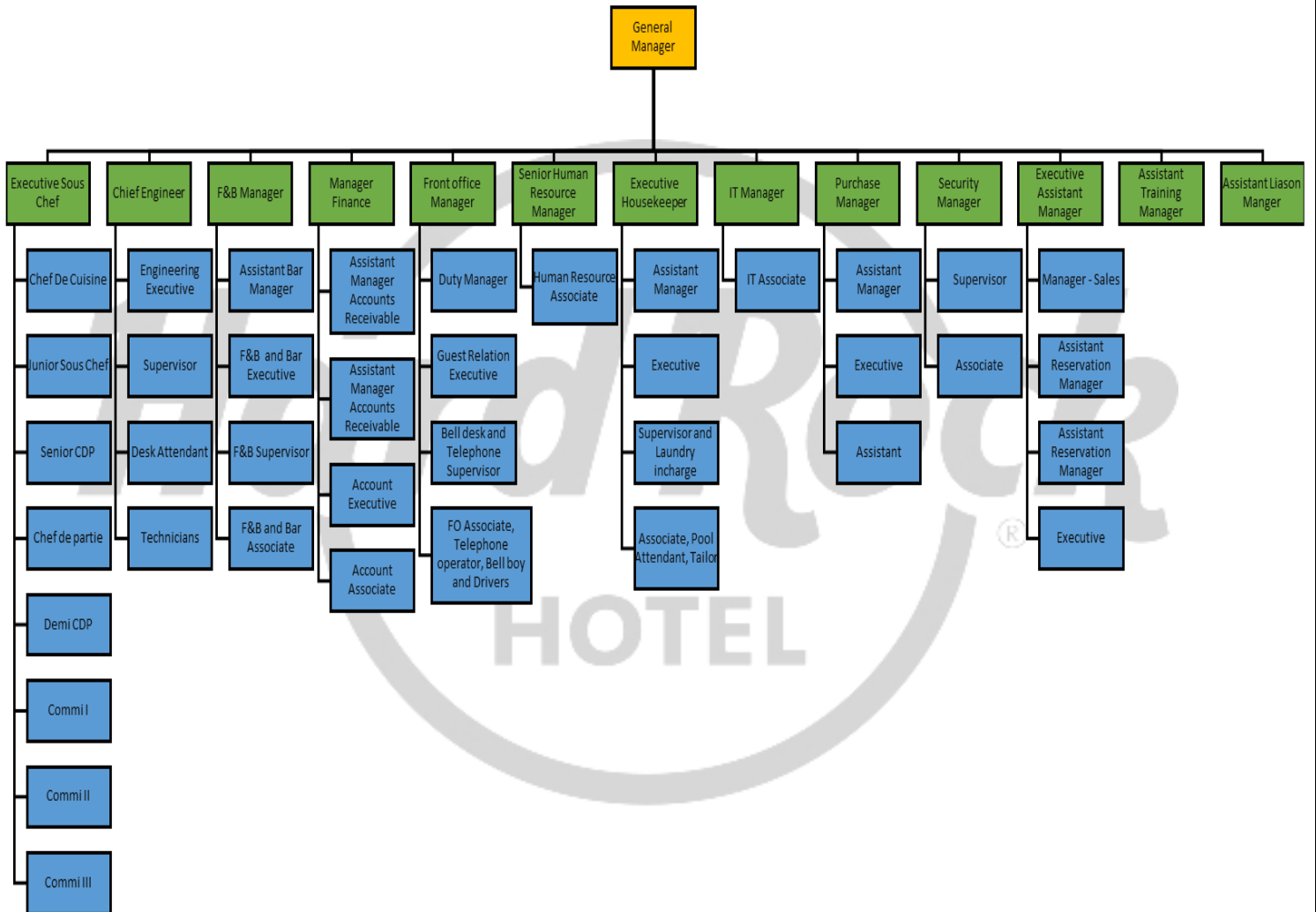
Located in the heart of Calangute just minutes from a number of famed beaches, this music-inspired resort is a complete entertainment destination, offering world-class accommodations, stylish design and unparalleled service that will refine lifestyle hotel living. Sample international cuisine or a classic hamburger at Sessions Restaurant, float around the longest swimming pool in town and enjoy fabulous cocktails at Tonic Poolside Bar & Grille. Relax, unwind and revitalize soul at the beautifully designed Rock Spa. Offering an array of enticing treatment options, Rock Spa puts a rock spin on traditional treatments in a modern Zen setting. And during the stay, the guest also get to enjoy legendary live band performances, customized playlists and guitar jam sessions in the room with Sound of Your Stay. So check-in and get ready to feel like a rock star and live the Rock n' Roll life!





GOA

ORGANIZATIONAL STRUCTURE





SWOT Analysis

Strengths

- The hotel belongs to a 5 star brand Hard Rock who's headquarters is in America and is famous across the world
- Hard Rock Hotel Goa is the only hotel present in India
- The hotel has a unique attraction for the guest which is their Memorabilia's of famous artist in the world
- The hotel has the longest pool in the locality of Calangute.
- Guest can experience different vibe in the hotel as they play music at various locations using Bose speakers.
- Electric guitars and turn tables are available to the guest to use on request.
- Hard Rock Hotel has a retail shop called Rock Shop which consist of various merchandise.
 - The hotel is famous for its legendary burger.
- They have a sound body program that includes Body rock, Rock Spa, Rock Om

Weaknesses

- The hotel has limited space for the guest to walk.
- The main road connecting to the hotel is narrow
 - Parking is very limited for the guest
- Guest tend to get confused with the location of their rooms
 - They have no activity center

Opportunity

- Being the only hotel in India Hard Rock fans can experience another segments apart from cafés.
- Being close to the coastal belt they attract tourist all over from India.
- Promoting the hotel using social media could be beneficial.

Threats

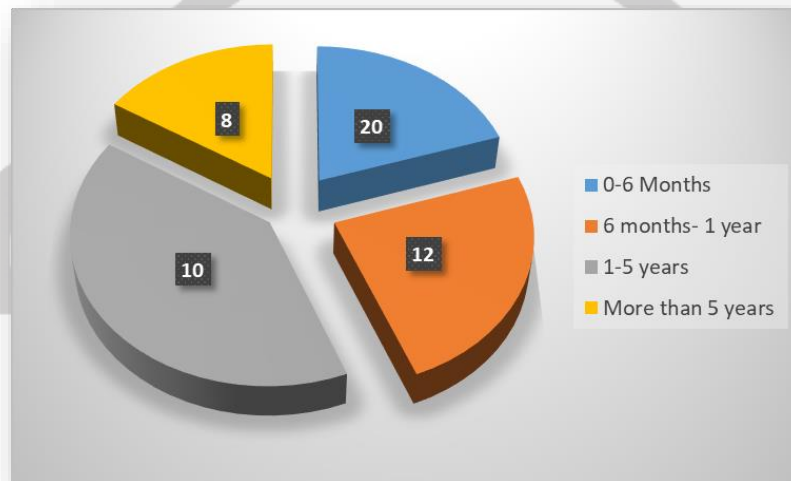
- Too many hotels in the same locality ®
- As a hotel brand awareness is quite less in India
 - The hotel doesn't have a sea view
 - Limited spacing in the restaurant
 - Limited F&B Service outlets

GOA

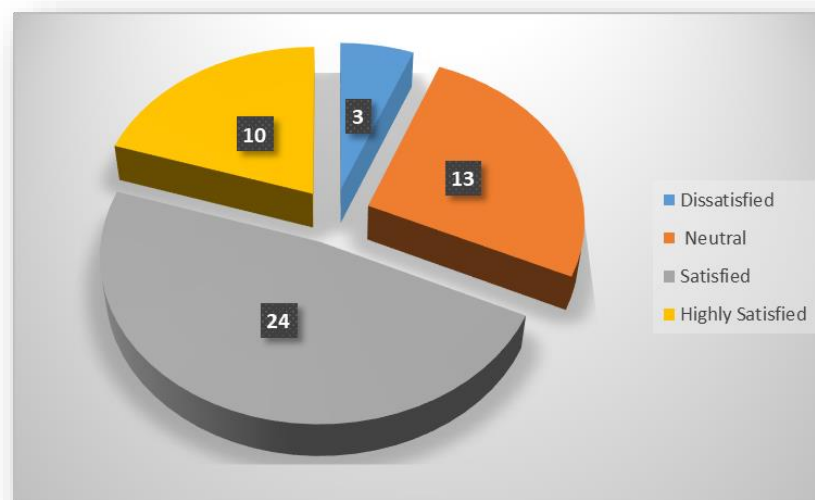
Employee Survey

An employee survey was conducted for 50 Employees from across different departments of the hotel the questions and the results are as follows:

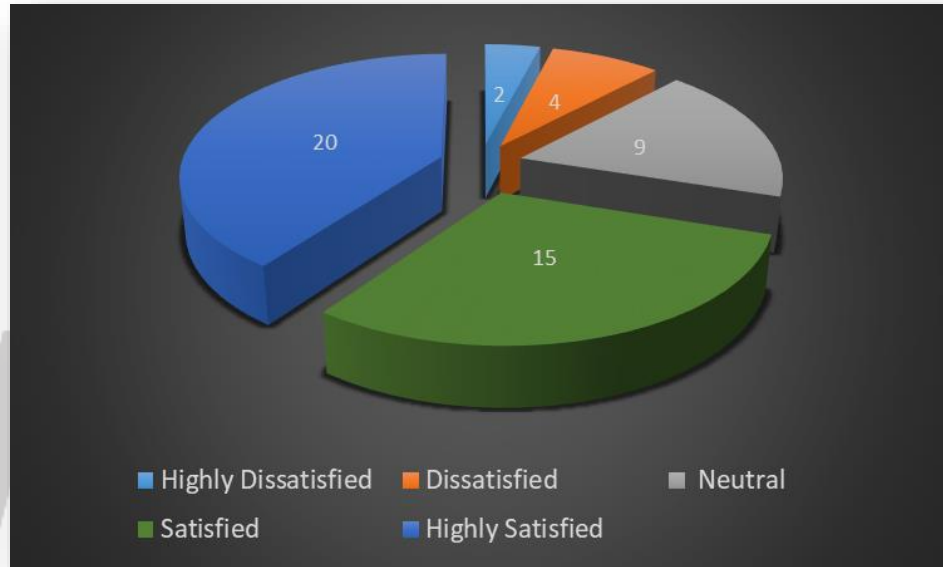
1. For how many years you are working with Hard Rock Hotel Goa?



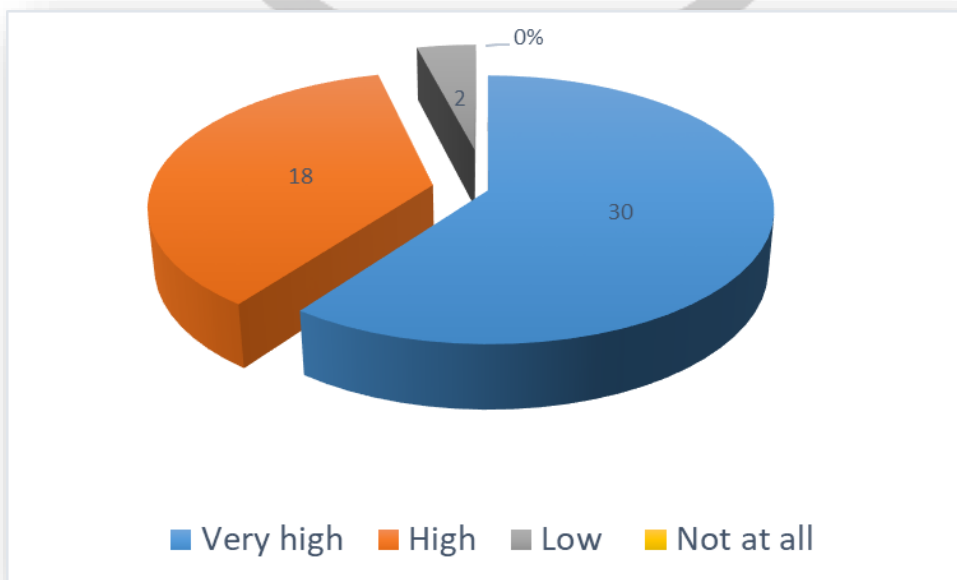
2. How would you rate the working environment of the organization?



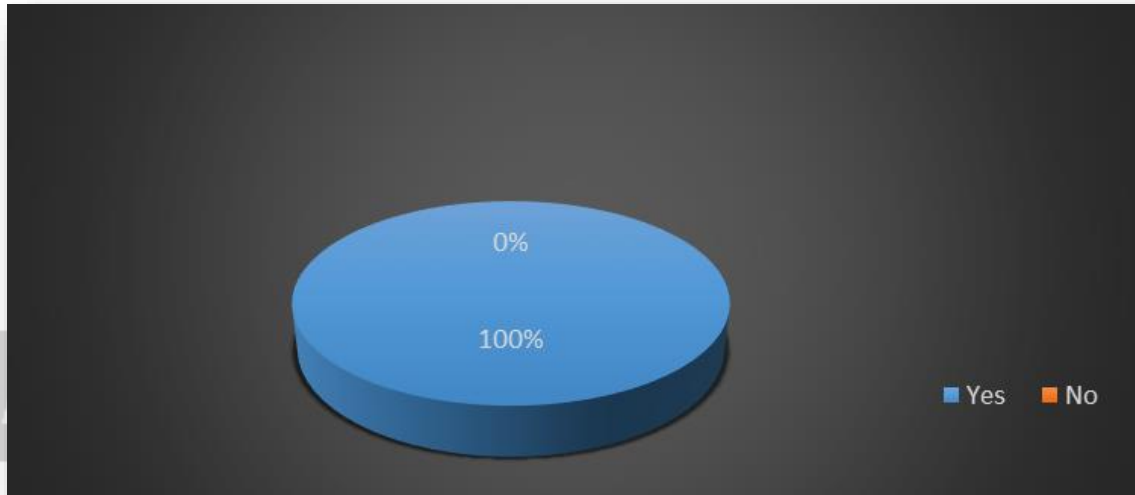
3. On a scale of 1 to 5, how do you rate the working hours of the organization?



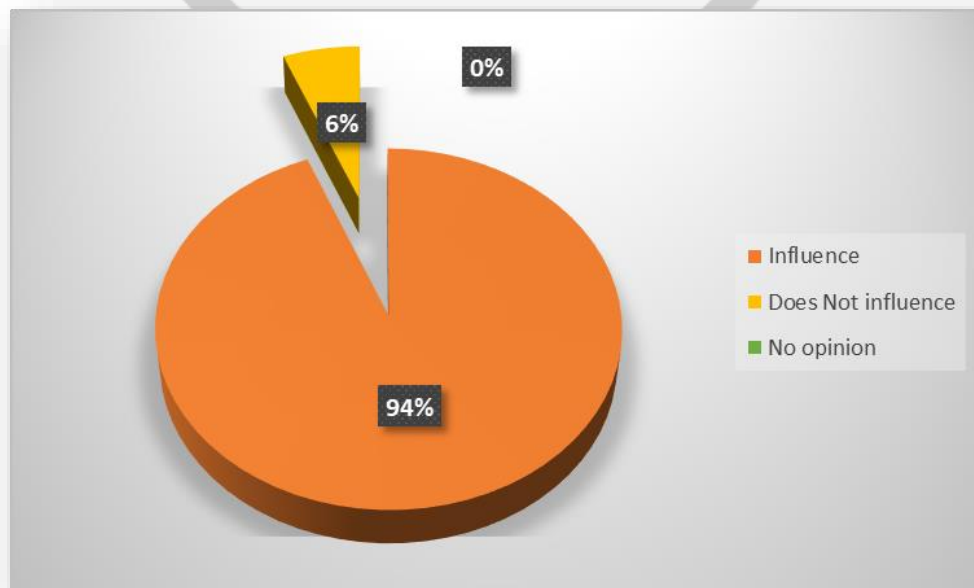
4. How satisfied you are with the frequency of rewards and recognition programs?



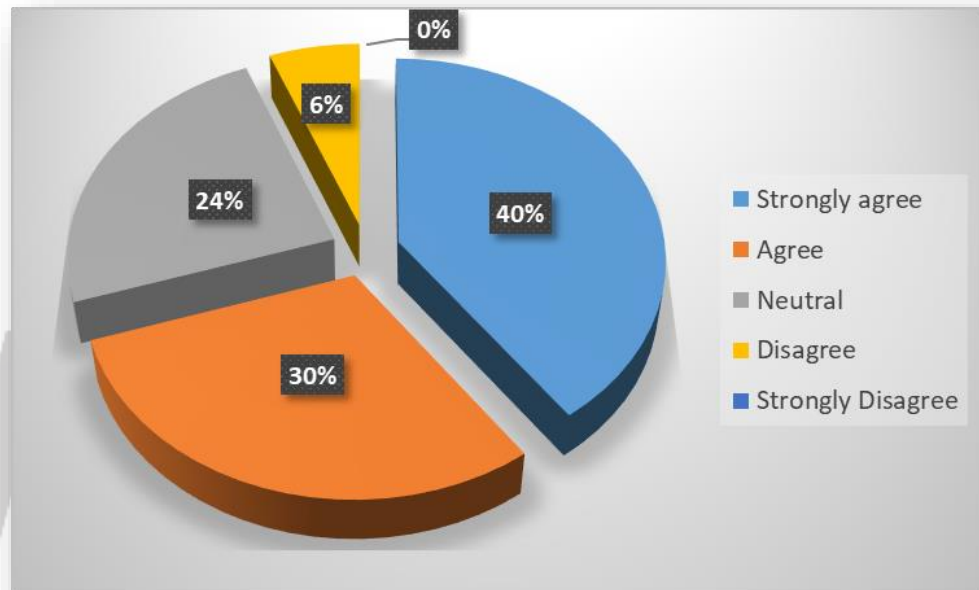
5. Do you think Rewards and Recognition acts as motivation and improves your performance?



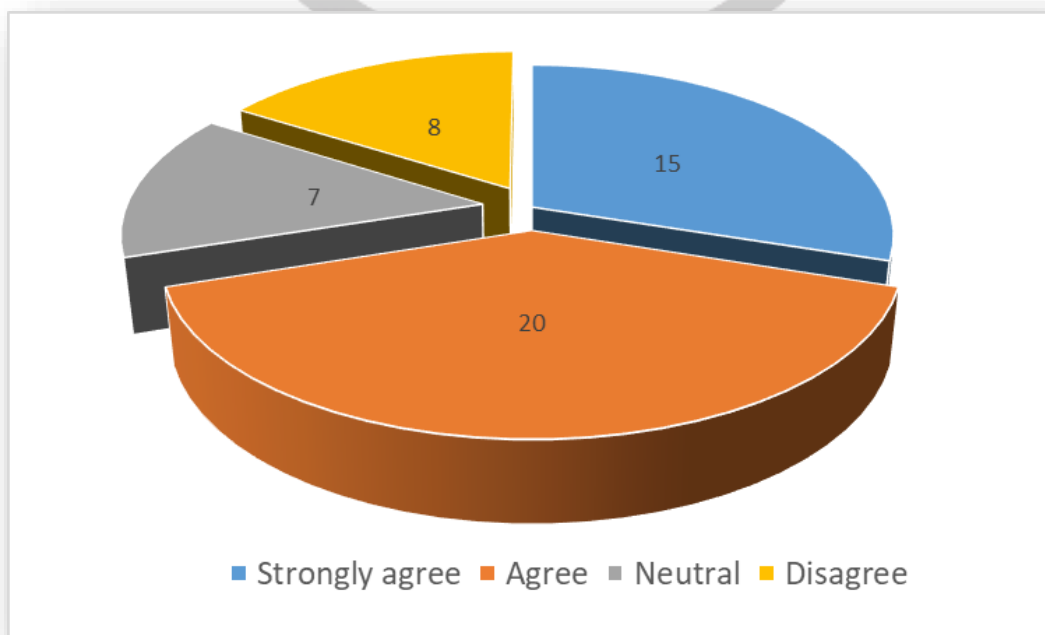
6. Does incentives and other benefits influence employee's performance?



7. You feel comfortable contributing ideas and opinions in your workplace



8. You feel that your work is being appreciated



Duties and Responsibilities Assigned

- Recruitment: So as part of the recruitment I was given the task to screen the most suitable candidates. I would screen the candidate based on how good they would communicate, Job knowledge if fresher what have they gained from their Industrial Training at previous hotels or if experienced what were their roles and responsibilities. If the candidate were selected by the concerned head of department, I would inform the candidate about the salary and additional benefits provided.
- Reference check: Every new candidate interviewed needs to be checked based on their job performance, reason for leaving etc.
- Joining Formalities: Once the offer letter has been send to the candidate and the candidate joins the organization, certain documents needs to filled up by the candidate and submitted to the Human Resource department along with the list of documents required as per the offer letter, the file would be complete only when all documents are filled up and the other required documents from the candidate are submitted to the HR department.
- Checking Attendance: By the end of every month the HR Manager along with the Associate would cross verify attendance to see whether every employee has fulfilled the criteria of minimum 9 hours shift or if any leave to be taken. I got an opportunity to work closely with the HR Associate to understand how this process works.
- Appointment letters: Once the employee has completed a week or more with the organization Appointment letters are being issued to the concerned staff. My duty was to ensure that all employees correctly acknowledge by signing on the photocopy of their appointment letter before handing over the original letter to the employee.

- MIS (Management information system) and Entering New Employees on software: the MIS consist a list of information of the employees who are currently working in the organization, the new employees after entering into MIS would then be entered into the software known as Greythr, and the software has been used to maintain employees Attendance, Pay slip, Leaves etc.
- Overtime Calculation: the hotel used to pay their employees if they worked more than 9 hours shift, it was usually given to employees between the levels of Associate and Supervisor only. I had the privilege of calculating the overtime calculation during the salary calculation time.
- Miss Punch: Miss punch is mainly when the employees forget either to punch in or punch out at a given day. To keep records of their miss punch and rectify employees fill up the miss punch form which mentions their name, employee code, date of missed punch, time of missed punch and reason for missed punch. The HR department then can do the needful. I had the privilege of getting an exposure of the attendance software and learnt how to rectify the missed punch and also understand the different shifts.
- Sound Check: at Hard Rock Hotel Goa since it relates itself a lot with music and with Music Artist Morning meeting has been referred to as Sound Check which gives daily updates about Occupancy, Training tip, Grooming Check and Interesting Facts about Music Artist. My task was to get some unknown facts about the artist and some relevant pictures for the whole week (Monday to Sunday) it was done a week in advance.
- Music in Back area: Hard Rock is a brand that promotes a lot of music and as part of the policies Music needs to played every time in the back area for employees. I needed to download a good mix of English as well as Bollywood Hindi music latest tracks to be soothing to hear for all employees.

- Answering phone calls: there is a Telephone Etiquette to answer calls coming from either internally or externally. The phraseology that was followed at HRH was “Human Resources, This is Nigel. How may I help you? The calls that I would answer would be mainly for applying for a job and the HR email ID would be given.
- Organizing Activities: apart from the daily routine of work the HR department would organizing some fun time games activities where the employees would participate during their tea time break. I had an opportunity to organize the tea time games for the employees. Apart from that during my training the HR department has organized several employee programs such as Women’s Day Celebration, Table tennis tournament, Founders Day, Cocktails making, Fashion show, Earth Hour themed Poster making, Staff Picnic.
- Creating posters: For each event organized in the hotel for the staff, a poster was made to be put on the guitar shaped notice board to make everyone aware about the event to be held and to send in nominations for whichever event requires Nominations. The poster would need to made based on the event going to be held.
- Arranging files: all the employee files needed to kept in an organized way alphabetically segregated based on their department. My duty was to see all department employee files are in order and alphabetically every week.
- Taking inventory – Pins and T-shirt: the Hard Rock Brand Pins are a partly a form of rewarding their employees whether it may be Recognition Pins or Work Anniversary Pins. To keep a record of all pins I had to maintain a tracker as to how many pins we have in stock and inform my managers if any pins requires to be place an order for. Culture club T-shirts are being used for an activity whether it may be Ambassador, Philanthropic events, Save the planet or may it be Athletics. There are different

colored T-shirts and the inventory of the T-shirts needs to be maintained if given and taken back from the employees.

- **Organizing HR Store:** The HR Store would include old records of employee files and other documents, apart from it all sports related things would needed to be kept in order and stacked and kept in a neat and orderly manner.
- **Setting up Training Room:** Whenever the Assistant Training Manager would organize trainings for the employees whether it may be an Induction for new joiners or a training in Communication the training room would be setup by me including Screen, projector or any other things required to be placed by training manager would be placed by me. I had a privilege of attending his training which gave me a good exposure of training and how to conduct trainings.
- **Locker Surprise Check:** I along with the HR associate and Security have conducted a surprise locker check of all the employees using the locker facility to check to see if there are things kept of Hotel property and to check for the upkeep of the locker provided to them.
- **Staff Accommodation:** My duty was to see that all accommodation given to the staff are in proper upkeep and if not kept in proper state would have to reported to the respective Head of department so that the needful is done. Proper upkeep is the only thing that we look into for staff accommodation.



Fun@Work a series of Employment engagement activities

Women's Day
Celebration



HOTEL

Table Tennis Tournament





Earth Hour

Culture Diversity
Fashion Show



Founder's Day Celebration





Conclusion

In conclusion with my report and training with The Hard Rock Hotel, Goa property I was able to get a vast learning exposure into the Human Resource department which helped me to put my theory knowledge into practice and understand the department as a whole. The constant support and help provided by my Managers which helped me in a big way to learn as well as understand different works of the department. The practical experience helped me not only to understand but gave me further in-depth knowledge of the department like how does the hiring process happen, different fun activities that were organized, observing how the grievances/concern of the staff are being handled etc.

Here at the Hard Rock Hotel, Goa the employees really “Take time to be kind” which is one of the Motto’s and living up to it that helped my training to be a smooth as well as a Rocking experience.

References: <https://www.hardrockhotels.com/goa/>
<https://www.hardrock.com/>