

INDUSTRIAL TRAINING REPORT

Second year

2012



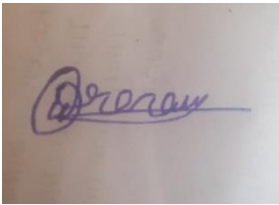
THE CROWN GOA

Declaration

I, Pranav V S student of Goa University declare that I have completed my 2 months internship in Crown Goa. I hereby declare that I 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 knowledge.

(Signature)



Pranav v s

Roll no. – 2012

Class- second year 2020 batch

Date – 17th August 2022

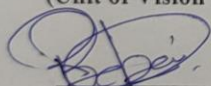
25th July, 2022

TO WHOMSOEVER IT MAY CONCERN

This is to inform you that **Mr. Pranav V S**, student of Goa Business School at Goa University, Taleigao Plateau - Goa, has successfully completed his Summer Inter-ship in Front Office and Housekeeping department from 18th May, 2022 to 13th July, 2022.

His attendance during the training was 55 days out of 59 days

for **The Crown Goa,**
(Unit of Vision Dempo Hospitality and Estates Pvt. Ltd)



Rani Mahambre e Bepari
Human Resource Manager



A unit of Vision Dempo Hospitality And Estates Pvt. Ltd.

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Acknowledgement

I would like to express my sincere gratitude to all my IMBA staff member for supporting and guiding me throughout my academic year.

I would also like to thank Ms. Rani the HR manager of the Crown Goa for allowing me to gain experience in the The Crown. I would also like to thank Front Office and Housekeeping staff of the hotel for all the cooperation and the wonderful experience of learning something new.

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About the hotel

The Crown Goa offers 5-star accommodation with breath-taking views of Mandovi River, 6-minute walk from Casino Royale Goa. It features an outdoor pool, a day spa and 2 restaurants. The spacious rooms include free internet.



The Crown Goa Hotel is located in Panaji, the capital of Goa. The beautiful Miramar and Caranzalem beaches are just a 10-minute taxi ride away. It is 5 km from the Salim Ali Bird Sanctuary and 15 km from the 17th-century Fort Aguada.

Guests can relax in air-conditioned comfort and enjoy views of the garden, city or river. All rooms include a flat-screen TV with cable channels and a refrigerator with minibar.



Entertainment options at The Crown include children's park along with indoor games. Sightseeing can be arranged at the tour desk.

The poolside Hanging Garden Restaurant serves barbeque and Indian dishes with river views. Harbour Cafe offers international cuisine. Room service and a breakfast buffet are available.



Rooms & Suites

Superior Room

Executive Room

Superior River View

Junior Suite

Honeymoon Suite

Suite

Premium Superior King Room

Premium Riverview King Room

Premium Riverview Twin Room

Duplex Suite

Awards and recognitions



Room Tariff

Rooms	Rates
Suite with balcony	15000
Junior suite	11000
Premium Riverview twin room	10100
Premium Riverview king room	10100
Superior double or twin room with river view	13600
Executive double room	9100
Premium superior king room	8600
Superior double or twin room	6600

Grooming standards of the property

- Brush the hair before going for duty
- Ensure that shoes are clean and polished before going on duty.
- Females must wear appropriate stockings with black shoes where heels do not exceed two inches.
- Males must wear black socks and shoes.
- Change your uniform regularly at housekeeping linen room
- Clean pressed uniforms must be worn with neatly brushed hair, polished shoes, clean name badge and no buttons missing.
- Contact housekeeping uniform linen room if buttons are missing.
- Contact HR Department if your name badge is damaged or lost.
- Change your socks/ stockings daily.
- Ensure nails are well- trimmed, only clear or pale nail polish for female staff
- Only one ring and watch is permitted, small earrings for female staff.
- Take a bath daily.
- Brush your teeth daily and always wear a smile. Use breath freshener if necessary.
- Do not use unnatural hair-colors e.g. green, blue, unnatural blond etc.
- Deodorant/eau de toilette cologne/aftershave may be used but not so much that it is offensive.
- Earrings, beards and moustaches are forbidden for male staff.
- Light cosmetics with colors that complement the uniform and skin tones may be worn. Lipstick of a suitable color must be worn at all times.
- If make-up is worn it should be light and natural-looking. Avoid vivid colors, like bright blues or violets around the eyes, and make sure the blusher does not look too dramatic. Bright lipstick colors should also be avoided.
- Be aware of your posture. Walk briskly with a straight back and do not lean on walls.
- Never run in the lobby.
- Check your appearance in a mirror in the locker rooms before going on duty.
- Female hair length beyond the shoulder must be neatly tied/ bundled.
- Men must have short well-combed hair which doesn't extend below the collar or over the ears

Housekeeping

Housekeeping means performing all the duties towards cleaning, maintaining orderliness, and running a house or a business property. In case of hotels, the housekeeping duties involve maintaining the hotel to the best possible state in terms of cleanliness, and keeping it at highly desirable ambience.

My experience in housekeeping

At first I was allotted with the attendants of the floor.

One day I am allotted with the 1st floor attendant, the next day I am allotted with the second floor attendant. Every attendant had their own speed of cleaning. At first they taught me to do dusting.

Dusting-

Take a duster and dust the room starting from the top to bottom Like bedside tables, chairs, doors, etc. During dusting we should see the missing items like supplies and refill them.

Also remove the trash from the bin and change garbage liner. Open the curtains.

Chemicals like R3 is used to clean the mirror/ glass items.

R4 to be applied to clean the furniture.



Bed making-

Remove the soiled linen from the bed and if the mattress protector has stain or has been damaged/torn. If yes then change it. If no then put it nicely. Then tuck the bedsheet nicely . Also replace the pillow covers with a new one.



Bathroom cleaning

First scrub and finish the basin, toilet bowl, toilet ring and hinge. Then scrub and finish the platform. Simultaneously wipe the mirror. And then use the spin mop to dry the floor. Then replace the amenities such as toilet roll, shampoo, conditioner. Also replace the bathroom mat, bath towels and hand towels if they are used.



Clearance

Clearance had to be given to the front office when the guest has left from their room to check out. We should check whether the guest has left any belongings in their room Or if there has been any damage done by the guests. Then accordingly update the front office about the room.

If any guest's belonging is left in the room and if the guest has left the property then it is kept it in lost and found.

Then finally mop the room using R3 (hygienic hard surface cleaner) .



Service has to given differently to the rooms depending upon their status whether the room is occupied / dirty / arrival / clean.

- Rooms which are on arrival are given the top most priority for cleaning.
- Check whether the Ac, television and lights are working, if the supplies are there or no, then dust and mop the room.
- Service to the Clean rooms are also given the same as for arrival rooms. Only difference is arrival rooms should be given service first as guest can arrive at any moment.
- Dirty rooms are cleaned overall.
- For occupied rooms
 - you have to ask the guest if they need room cleaning. If they decline , ask if they need any supplies like tea supplies, water bottles. And refill it accordingly.

When entering a guests room you should ring the bell say - *housekeeping* and wait. If still not response then knock the door. And greet the guest according to the time (good morning/ good afternoon, etc.)

- If they want room cleaning then ask them what time do they want room cleaning to be done. So according to their preferred time the attendant should clean their room.
- During the cleaning we should not move the guests items from one place to another.
- Change the bedsheet if stained. If not then tuck it neatly.
- Refill the supplies.
- Enter the bathroom and replace the soiled linen.
- Then clean the bathroom and then replace the amenities where ever required.

There are 5 floors in the hotel. I was allotted to the floor attendant depending on the crowd. After one week I had learned to clean a room by my self.

So from next week I was allotted with rooms to clean all by myself. At start it would take almost 45-60 min to clean a full room. But as the time passed I became fast and then would clean a dirty room within 30 minutes. And after some days, even I was allotted with floors. These were my tasks

- I would report every day in time. Go to the allotted floor with the list with the linen trolley and caddy.
- Refill the chemicals
- Set up the pantry
- Address the guest and ask the guests their preferred time to clean the room.
- At the end of the day, sweep and mop the corridors and clean the caddy.

- During the less crowd days I was allotted to sweep and mop the stairs and the corridors.

Housekeeping is a 24x7 service. You should be well determined and be strong to do this job. I learned many things in housekeeping. I learned to do dusting, make a bed, clean bathroom, how to mop, etc. Overall it was a great experience.

Front office

Front Desk is a very important department in the hotel, making direct contact with guests. The main function of this department is Reservation, Guest service, Check-in, Check-out, Telephone, Finance & Cashiering, Foreign Exchange, Room Assignment, Inquiry etc.

From my experience in front office I have realized that front office is the most important section in a hotel industry as the saying goes – *‘ first impression is the last impression’ . All the guest that enter the hotel first comes in contact with the front office.*



Front office is divided into different sections-

- Reception
- Reservation
- Travel desk

Usually in hotels you would see a bell desk, telephone desk, cashier desk. But in Crown Goa we had only 3 des



Travel desk

This section of front office is responsible for travel arrangements like air tickets, rail tickets, pick and drop from airport and railway station etc for the the guest as



per their request. Desk will not only help guests make the most of their trip, but it will also be able to make the burden of planning off their shoulders.

Reservation

They fulfill reservation requests by determining the rooms available to meet customer desires. They verify customer information and payment options, assign rooms and respond to customers with confirmation emails or letters.

For a guest, reservation increases the chances of a better deal for assured accommodation on arrival. For a hotel, reservation can enable a better management of guest experience during usual as well as peak seasons.

Finally the reservation section of the front office prepares the list of the reservations for the day and sends it to the front desk . The list also contains vital information such as if the guest is new or repeat, guest preferences about room location or décor.



Reception

The reception is one of the essential areas in the hotel for several reasons:

- It is the place where you greet your clients for the first time.
- It serves as a waiting area and plays a crucial role in leaving a good impression on your customers and business partners.
- The reception area allows visitors to learn more about your hotel's background and culture while waiting for someone to meet them.

The welcoming atmosphere of your reception area will have a positive impact on your employees as well, making them feel essential.



In efficient and friendly welcome from Reception staff can make all the difference. The entrance and reception areas are the first aspects of a Hotel that many guests encounter and will also be the natural hub of the Hotel.

Hotel Guests can be tired and emotionally disturbed when they enter Hotels and Reception staff need to show some respect and empathy, always greeting with a smile, both of which can make all the difference

My experience in Front office

The role assigned to me was of a bell boy

I was there for morning shift.

- So my first job was to dust the reservation desk.
- switch on the television which is placed in the lobby
- check if the umbrellas are placed in the lobby and near the gate
- check the arrival list and make key cards for the arrival rooms
- Fill the pages in the printer.

During check -in



- When the guest is arrived , the security would give a call to the reservation that the guest is arrived.
- He would inform us if there is too much luggage so that we (bell boys) could carry trollies to bring the luggage.



- Then I would go the gate and carry the luggage to the reservation escorting the guest with me.
- Then I would inform f & b to bring the welcome drink for the guest.
- Then We would greet the guest.



For the check in

- The guest had to provide his personal id and we would scan their id and give the id back to the guest . Mean time we would give the guest the reg cards to fill.
- If the room tariff is paid. We won't take any payment for room. But we collect an refundable 2000/- which is refundable during check out. The restaurant bills, mini bar bills will be deducted from that amount.
- If the room tariff is not paid, we would collect the payment by card/ cash/ google pay.
- Once the payment is done. We would give the copy of the receipt to the guest.
- Then we would check if the room is ready or not. If not then we would request the guest to have a seat and wait until the room is cleaned.
- Once the room is ready we would inform the guest that the room is ready. And escort the guest to his room.
- On the way to room I would show the guest the gym, the restaurant, the park and the pool.



- Then I would show the guest his room, and inform him all the details which includes
 - Breakfast timing
 - Checkout timing.
 - Swimming pool and gym timings.
 - Inform the guest the Reception number, room service number, housekeeping number.

During check out



- One day prior of the guests departure, we would remind the guest that the check out time is 12pm.
- By 11am we would start calling the guests and remind them about the check out timing.
- Some guests may request some more time to check out so we would check in the system if there are any arrivals on that room. If there aren't any arrivals we would allow the guest to check out by 1-2pm. If there are arrivals then we would request the guest to at least check out by 12:30pm.
- Once the guest comes to the reception for check out, we would inform the housekeeping to give the clearance of the room.
- Then the housekeeping would check the mini bar of the room if anything is consumed then the amount will be deducted from the advance paid 2000/-.
- On the check out day the reception collects the pending amount from the guest.
- Simultaneously I would give the guest a feed back form to fill where the guest can add his suggestions, comments, etc.
- Then I would escort the guest to the main gate with the luggage.

By the evening time before the shift is over I would fill all the feedback details in the system. So that it gets recorded

Room extension

During the reminder call given to the guest one day prior before check out. A question is asked, '*whether the guest wants to extend the stay*'. If the answer is yes then we would check in the system if there are any arrivals for the guests room, if there are arrival then we would look for another category rooms to offer the guest and would tell the guest that – ‘ Sir / madam you cannot continue extension for the same room. As that room is reserved for some other guest on that day. But we can offer you a room of another category, “and would share the room charges and if the guest agrees. On the check out day we would shift the guests luggage to the new assigned room. After that the guest has to come to the reception to pay the room tariff for the extended days.

Log book

A book where one receptionist notes down things he /she experienced during the shift which may require future attention. For example- if a guest requests the reception guy that he needs a late check out the next day. He will note it down in the log and when his shift is over he handovers the log book to the next shift receptionist.

Luggage tags

During check in time the check in luggage tags are attached to the guest's luggage with the guests name on it.

Same applies for check out. While checking out check out luggage tags are attached to the guest's luggage with their name and room number on it.

- Whenever there is less crowd area, during check- ins we usually update the guest's room to a better category .

Suggestion

- There should be good coordination between the departments.
- Room service should be quick.
- They should show appreciation to their staff

My experience

My experience in Crown goa was totally great. I got to learn new things Like bed making, moping, dusting, also I inherited some of the good attributes.

The front office has really taught me to keep a smile no matter what the situation is. There are even situations where guest may shout at you for his own mistake. Even at that times I have learned that we should remain calm. In housekeeping I have learned to remain strong, be quick.

I have now also improved my communication skills. Interacting with guest's was a very good experience.

Conclusion

Training in The Crown Goa was very great. I did enjoy my work every day. I am confident that the experience I have gained over the training will be useful to me in the future.

But I would like to see the crown to improve their coordination. In this way they could get better results.