

# **Internship Report on**

## **The Taj Exotica Goa**



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**Batch :. 2019**

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## **Acknowledgement**

I am grateful and would like to thank the Training Manager of Taj Exotica Resort & Spa for granting me the permission to do my internship in hotel .

I would like express my heartfelt gratitude to the staff members of the Taj Exotica for their excellent support , guidance during my two months training .

I would also like to thank all managers Mr. Prathamesh raiker and Mr. Navneet and associates of the hotel for helping and allowing to me learn . providing their support and guiding me with their experience in this industry.

## **Abstraction**

Food & Beverage department, Front Office, Housekeeping, Kitchen, Engineering, Finance, Spa, Sales & Marketing, Information Technology are the main department of the hotel. Each department is equally important. I got an opportunity of working in Food & Beverage service in restaurant SALA DA PRANZO .

# INTRODUCTION TO THE TAJ GROUP OF HOTELS



Taj Hotels is a chain of luxury hotels and a subsidiary of the Indian Hotels Company Limited an Indian hospitality company that manages a portfolio of hotels, resorts, jungle safaris, palaces, spas and in-flight catering services.

Headquartered at Express Towers, Nariman Point, Mumbai. Incorporated by Tata in 1903, the company is a part of the Tata Group, one of India's largest business conglomerates. The brand continues to be one of the most revered and loved hospitality brands with a legacy of over 116 years of impeccable service and genuine warmth.

The company operates a total of 100 plus hotels and hotel-resorts, with 84 across India and 16 in other countries, including Bhutan, Malaysia, Maldives, Nepal, South Africa, Sri Lanka, UAE, UK, USA and Zambia.

## MISSION

Taj Group of hotels follows Tata's Mission i.e.

“To improve the quality of life of the communities we serve globally through long term stakeholder value creation based on Leadership with Trust”.

## VISSION

The Taj Group of Hotels commits itself to the overall improvement of the ecological environment, which we are all a part of. They recognize that they are not owner but caretaker of the Planet and owe it to our children and future generation of humankind.

It is their endeavour not only to conserve and protect but also to renew and regenerate the environment in which we live and operate.

Their commitment encompasses all actions related to our products, services, associates, partners, vendors and communities.

They will partner and engage with our environment through EARTH: Environmental Awareness and Renewal at Taj Hotels. For us EARTH is not a program, nor a process, it is a way of life.

## VALUES

- *Excellence: The focus of the Taj Hotel is to get the highest standards of excellence in their day-to-day work by providing best services and good quality goods to their customers to maximize their customer satisfaction.*
- *Integrity: Another core value of the Taj hotel is to bring integrity in their business and to achieve this they conduct their business with transparency, fairly and with honesty.*
- *Trust and Teamwork: They believe in each other and always work together to achieve their short term or longer term goals*
- *Respect and concern for others: They are caring, respectful, compassionate and humane towards their staff, guests and business partners.*
- *Innovation: They do not like to go with the same ideas or technology over the many years rather than they believe to hire employees with innovative ideas to enhance their growth and like to use the latest technology to bring efficiency in their work.*

## WORLD'S STRONGEST BRAND



## HOTEL

Indian Hotels Company's Taj has been rated the world's strongest hotel brand while Hilton (brand value up 58 per cent to US\$12.0 billion) has extended its reign as the world's most valuable hotels brand, according to the latest report from the leading brand valuation consultancy, Brand Finance.

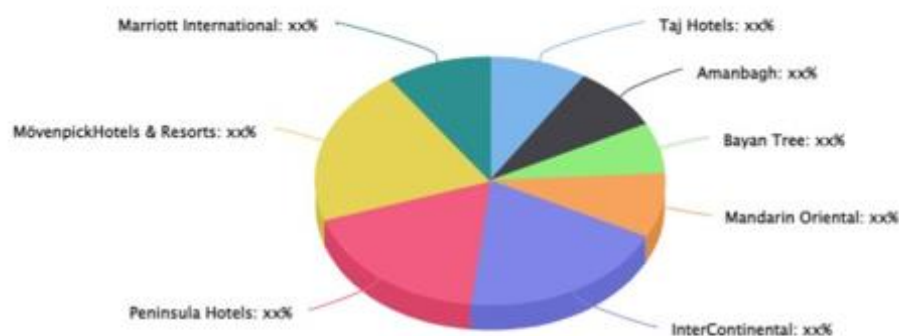
The 'Hotels 50 2022' annual report by the world's leading brand valuation consultancy recognizes the most valuable and strongest hotel brands across the globe.

Taj received an overall Brand Strength Index of 88.9 out of 100, with a corresponding AAA rating for customer familiarity, employee satisfaction and corporate reputation as well as its world-class customer service.

### Competitors in the global market:

Global Luxury Hotel Market Share (%) By Players

[www.amplemarketreports.com](http://www.amplemarketreports.com)



## TAJ EXOTICA RESORT & SPA Benaulim Goa, India



Located in Benaulim on the southwest coast of Goa Forty minutes away from the airport and overlooking the Arabian Sea, Taj Exotica Resort & Spa a Mediterranean-inspired resort in in Goa sprawls over 56 acres of lush greenery, and is divided into the main hotel building with large deluxe and luxury suites, and villa rooms. All this space coupled with old-world architecture, flower-lined patios and a sunshine-laden atrium make for a perfect romantic or family holiday.

Taj Exotica Resort & Spa, Goa is also the perfect location for social dos, conferences and business meetings. Our Ballroom, one of the largest pillarless banquet halls in Goa at 4,600 square feet (427 sq m), is ideal for romantic destination weddings.

Within the luxurious 5-star resort in Goa, savour the finest nuances of Indian and international cuisines. You could dine at our casual all-day eateries and formal fine-dining restaurant or relax in your room, and have the fine fare brought to you. Lounge by the pool; de-stress, and soothe your city-frayed nerves with rejuvenating therapies at our Jiva Spa

For those looking for a more active holiday, the fitness centre houses everything enthusiasts need. Sports are an important part of the resort's activities, and you can get busy playing badminton, tennis, golf and cricket or ever borrow a cycle to tour the lush green property



## Hotel Policies

- Check-in from 15:00 Hrs
- Check-out till 12:00 Hrs
- Early check-in and late check-out on request. Charges may apply.
- We accept American Express, Diner's Club, Master Card, Visa

## Amenities

- Complimentary Wi-Fi for resident guests
- 34 rooms, 6 suites, 98 villas and 2 Presidential Villas
- Sala da Pranzo, 24-hour all-day diner
- Adega Camoens, lounge bar
- 24-hour in-room dining
- Travel desk, car rental services, currency exchange, safe deposit lockers & 24-hour laundry
- Kids@Taj programmes & baby-sitting services for young guests
- Access to private beach
- 24-hour business centre, with one meeting room equipped with conferencing facilities, high-speed Wi-Fi, secretarial assistance & workstations
- Outdoor parking facility for up to 50 cars
- Fine-dining speciality restaurants— Lobster Village (Seafood & seasonal) & Miguel Arcanjo (Portuguese Goan)
- Pets are welcomed at a charge
- Large outdoor pool
- 24-hour fitness centre with Technogym equipment
- 24-hour on-call doctor
- Pool tables, Cemented tennis court, Cricket ground, Badminton facilities, Nine-hole executive golf green & putting greens



# **Hotel Hierarchy**

**General manger**

Vishal Singh

➤ Front Office Manager: Regan Santos



➤ Director of Food & Beverage: Savio Fernandes



➤ Executive Chef: Jose Thomas



➤ Housekeeping Executive: Deepak Parashan



➤ Security Manager : Kotaiah Thanikonda



➤ Chef Engineer: Aaryel Monteiro



➤ IT Manager : Ramesh Barad



➤ Director of Sales & Marketing: Mayank Mithal



➤ Spa Manger: Dr Aniruddha Bhide



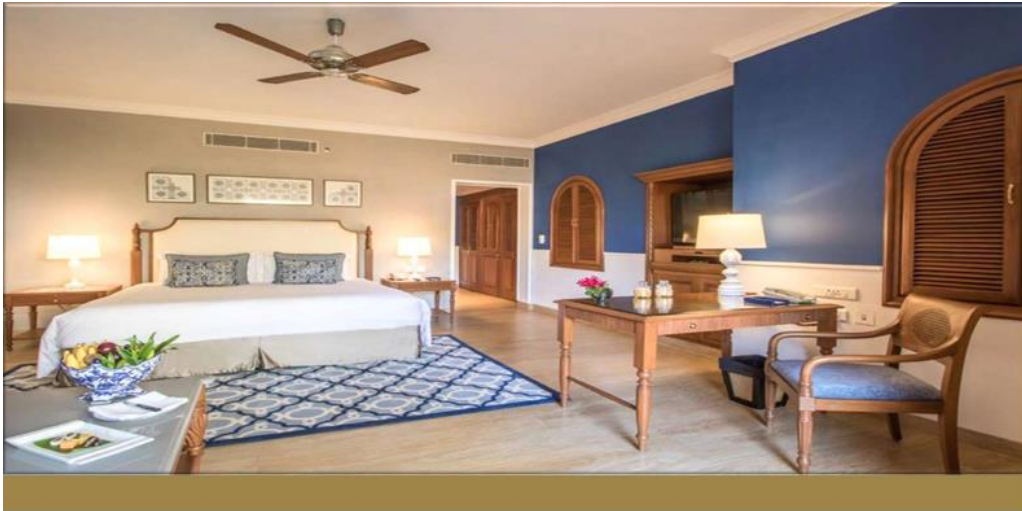
➤ Guest Relation Manger: Shabana Pawaskar

## *Awards*

- Honored to receive the ‘Best Destination Wedding Resort in West India’ by WeddingSutra InfluencerAwards 2021
- Honored to be recognized amongst ‘Top 25 Resorts in Asia’ by Conde’ Nast Traveler Reader’s Choice Awards 2021
- Taj Exotica Resort and Spa, Goa has received the TripAdvisor 2021 Travelers’ Choice Award for being in the Top 10% of hotels worldwide
- Ranked second runner-up in the Favorite Hotel Spa category at the 10th annual Conde Nast Traveller India Readers’ Travel Awards 2020
- Ranked no. 2 amongst the Top 30 Resorts in Asia by Conde’ Nast Traveler’s Reader’s Choice Awards 2020
- Ranked no. 49 amongst The Best Resorts in the World by Conde’ Nast Traveler’s Reader’s Choice Awards 2020
- Ranked no. 23 amongst the Top 25 Luxury hotels in India by Trip Advisor Traveller’s Choice Awards 2020
- Miguel Arcanjo has won the prestigious Times Food & Nightlife Awards 2020 in ‘Best Goan Traditional Restaurant’ category

## *Accommodation*

*Garden Villas:* The Garden Villa, of 612 sq ft, is a spacious room in a 4-room villa. The room has a view of landscaped gardens. Inter connecting rooms available on request. All rooms have a private balcony or verandah.



*Deluxe Sea View Rooms:* The Deluxe Sea View Room, of 612 sq ft, is a spacious one room in the main building. It has a sea view. All bathrooms have bath tubs with individual shower cubicles.

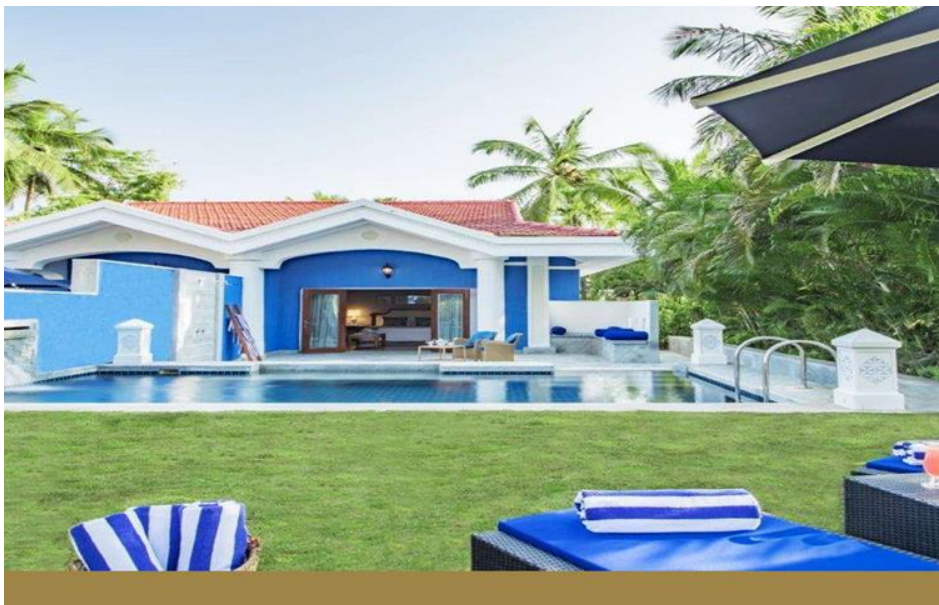




*Sea View Villas:* The Sea View Villa, of 612 sq. ft, is a spacious one room in 2 or 4 room unit/ villa. The room has a sea view. The room has a tea/coffee maker, a mini bar, safe, colour TV, direct dial telephones, colour television with satellite programs, channel music, hair dryer, and data port facility.



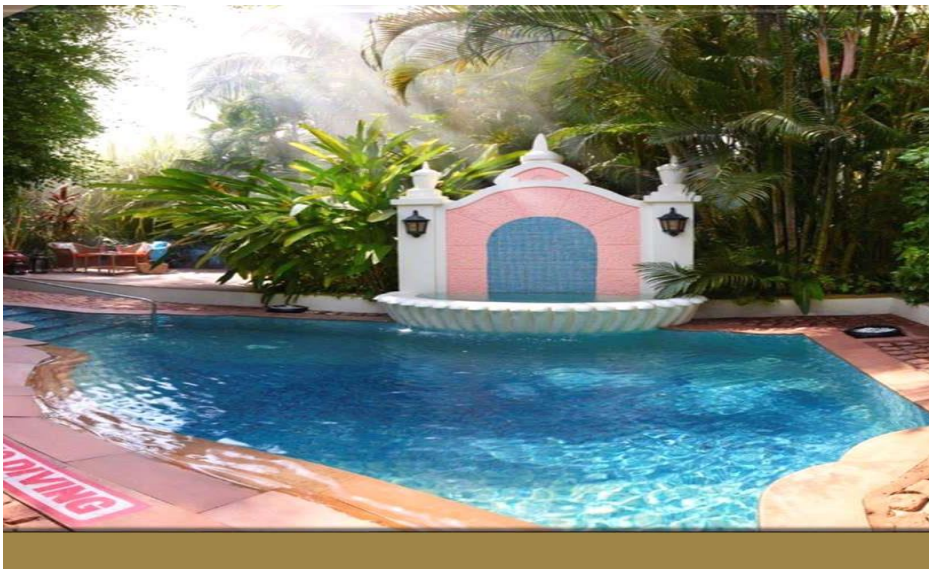
*Garden Pool Villas:* The Garden Pool Villa, of 612 sq ft, is a garden facing room in a 2-room unit/ villa. It has a private pool and overlooks landscaped gardens. The room has a tea/coffee maker, a mini bar, safe, colour TV, direct dial telephones, colour television with satellite programs, channel music, hair dryer, and data port facility.



Rooms: *The Luxury Room, of 735 sq ft, is a large room in the main building. It is sea facing and has a Jacuzzi in the bathroom. The room has DVD player, tea/coffee maker, mini bar, safe, colour TV, direct dial telephones, colour television with satellite programs, channel music, hair dryer, and data port facility.*



Presidential Villas: *The Presidential Villa, of 1785 sq ft, is a large 2-bedroom suite with a living room. It has a private pool, private garden and a sea view. Each bedroom with attached bathroom. 24 hour butler service with separate pantry. Each room has a DVD player.*





# ***Food & Beverage Service***

Taj Exotica's Food and Beverage service outlets

## **Sala Da Pranzo**

Sala da Pranzo is our Italian inspired All Day Dining Restaurant with varied offering of world cuisine, with Italian dominance.

▪ Global Cuisine ▪ 24 Hours



## **Lobster Village**

A relaxed thatched beachfront restaurant, Lobster Shack comes alive between November and May, and offers a delectable selection of seafood and an impressive array of wines.

▪ Seafood

▪ Lunch: 12:30 to 14:45 | Dinner: 19:30 to 22:45

## **Adega Camoens**

Elegant black-and-white photos of Hollywood movie stars and posters line the handsome panels of Adega Camoens. Music enhances its old-world charm, making the space ripe for a romantic evening over cocktails, cigars and cognac.

▪ Finger Food

▪ 11:00 to 23:45



## **Miguel Aracanjó**

Named after legendary Goan Chef Miguel Arcanjo Mascharenhas, this fine dining restaurant is your stop for a meal. The restaurant features a lively show kitchen and pizza kitchen.

▪ Mediterranean

▪ Lunch: 12:30 to 14:45 | Dinner: 19:30 to 22:45



### **In Room Dining**

**Be it breakfast in bed or a late mid night snack the in room dining is just a call away for guests providing with multi cuisine options 24 hours long.**

- **Global Cuisine ▪ 24 Hours**



# **Observation**

**My duties and responsibilities at F&B service department:**

**1. Before service: Inspects tables in assigned station for cleanliness, serviceability and correct set-up.**

**Checks and, if necessary, replenishes side-station with sufficient equipment to ensure smooth service, within the station.**

**✓ Checks and cleans menus, beverage lists.**

**2. Have a thorough knowledge of the menu.**

**3. Know the appropriate phraseology while taking a reservation over the phone.**

**4. Have a thorough knowledge of all equipment's -crockery, glassware and cutlery used in the restaurant.**

**5. Know the various napkin folds used in the restaurant.**

**6. Know how to set up a table and re-set a table after use.**

**7. Know to execute the buffet food pick-up from the various kitchens.**

**8. Know to place the bread basket on the table immediately after food order is taken for a la carte guests.**

**9. Know which items are unavailable on the menu and which items have to be "pushed".**

**10. Know to handle the live counter order-taking and immediate placement of the order on the respective table numbers.**

**11. Assist in the seating of guests arriving at the table. Greet arriving guests in a pleasant manner and begin correct sequence of service.**

**12. Clear table after completion of each dish or, at end of meal, after all guests have finished eating dish/meal.**

**13. Observe equipment on side station during service and replenish items when necessary to maintain standard of service.**

**14. After guests depart, clear, clean and re-set the table before the next guest arrives.**

**15. At end of service, set-up tables and station, if required, for next meal service.**

**16. Check cruet/condiments sets and replenish as necessary.**

**17. Clear table accessories, to side station, as necessary.**

**18. Well-versed with the functioning of an all-day diner.**

**19. Collect soiled linen and prepare to exchange at laundry.**

## **Experience**

My training stint in F&B Service Department throughout the 2 months was truly a wonderful experience with plenty of memories to cherish.

Working at the hotel's all-day diner Sala da Pranzo, it was easy initially to get overwhelmed by the number of guests who came to dine there. It meant catering to the needs of 300+,350+ guests for breakfast and lunch on a regular basis. This meant 'tired legs' at the end of the shift.

However, the excitement to learn about the functions of an all-day diner, different cuisines and beverages overshadowed the long tiring hours. Also, the friendships and bonds made with the service staff and fellow trainees made it a warm and friendly work environment.

With time I became fluent and well-versed at doing the responsibilities handed out to me. Some of these responsibilities were setting & stocking up the sideboard, table setup, handling the live counter, replenishment of the buffet food, execution of back area and clearance. When assigned to do food pick-up for a la carte service I got to learn about the food dishes, ingredients used in that dish and their accompaniments.

Now, I have the thorough knowledge of which dishes a continental buffet comprises of at breakfast, lunch and dinner. Knowledge of the sequence of service followed at a fine-dining restaurant is also something I've learned.

It was a truly amazing experience in F&B Service through which learned a totally different set of skills and knowledge .

## **Conclusion**

It was a wonderful two months of training experience at The Taj Exotica Goa .

I wasn't as nervous and anxious as much .

I chose to train in F&B Service Department for the entire duration of 2 months.

I began with confidence, maturity and the desire to excel this time around.

Whereas I learned the importance of hard work and dedication this time around I worked smart and efficient. Having a prior hotel training experience gave me an advantage over other trainees and the managers were impressed with my work.

This training experience re-iterated the importance of the basics: a smiling face, pleasant personality and impeccable grooming.

This training experience helped me to break free from my comfort zone and developed my communication as well as social skills. It helped me to also understand the importance of a smooth functioning of an all-day diner. Since an all-day diner is the most frequented and busiest F&B outlet in the hotel.

This experience taught me a whole different set of skills. And most importantly this experience has taught me a lot in terms of which department do I want to make my career in and what are the areas I can improve on.

Certain things I would to add on is that there is lack of glasses , cutlery's , bread baskets which causes a lot of problems during operation times .

There is lack of professionalism in between staff and staff work . the chefs are unhygienic and the proper standard is not followed .







