

---

# *INTERNSHIP REPORT*

---

## **INDUSTRIAL TRAINEE**

# **TAJ RESORT AND CONVENTION CENTRE - DONA PAULA, GOA**

BY

ROHIT DAS

SEAT NO: 2014

PR NO: 202000152

SUBMITTED TO

INTEGRATED MASTERS OF BUSINESS ADMINISTRATION (HTT)

GOA BUSINESS SCHOOL

TRAINING PERIOD: 16<sup>TH</sup> MAY – 16<sup>TH</sup> JULY

DEPARTMENT: FRONT OFFICE

SECTION: CONCIERGE (TRAVEL DESK)




---

***Taj Resort And Convention Centre – Dona Paula***

---



**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**

I, Rohit Das, student of Goa Business School, Goa University, hereby declare that I have completed my 2 months industrial training in Taj Resort and Convention Centre – Dona Paula from 16th of may 2022 till 16th 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)

Rohit Das

Seat no: 2014

Class: Third year 2020 batch

# CERTIFICATE

This is the certificate provided by the respected hotel for the completion of my internship period on 16th July 2022 in front office

## CERTIFICATE OF EXCELLENCE

**TAJ**  
RESORT & CONVENTION CENTRE  
GOA

This certificate is proudly presented to  
Robit Kumar Das  
from Goa University  
in recognition of successfully completing the Industrial Exposure Training  
in Front Office  
His /Her performance has been Excellent  
The duration of this training was from 18/05/2022 to 15/07/2022

  
Vincent Ramos  
Senior Vice President - Goa

  
Valentine Athaide  
Learning and Development Manager

TAJ SELECTIONS VIVANTA GINGER amā Qmin TAJ sats

THE INDIAN HOTELS COMPANY LIMITED

Office at: 9th Floor Express Towers, Barrister Rajini Patel Marg Nariman Point, Mumbai, Maharashtra 400 021, India • Regd. Off: Mandlik House, Mandlik Road, Mumbai 400 001

INCL

# **DECLARATION**

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 an outlook of how the hotel industry functions.

My sincere gratitude to The Learning and development Manager **MR. VALENTINE ATITHADE** for giving me the opportunity to do my training at **TAJ RESORT AND CONVENTION CENTRE** and being my mentors and guiding me throughout my training period from 16th may till 16th July 2022.

I would like to extend my sincere gratitude towards my supervisor and mentor at the front office department **MR. VISHAL BIPUL** (front office manager) **MR. SALMAN MOHOMMAD, MR. KAUSTUBH, MR. IDRIS** (duty managers) 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 **MR. SHUBHAM PARASTEKAR** for being a 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 “**TRCC**” 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** our class coordinator , **MSS. SUJAL , MR. KEVIN, MR. PARESH , MR. SSDANAND** 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.

## TABLE OF CONTENT

Sr. No.	Description	Page No.
1.	Performance appraisal form	8
2.	Introduction	10
3.	History	12
4.	Types of brands	14
5.	Taj Resort And Convention Center	16
	• Hotel facilities	17
	• Taj gallery	21
	• Types of rooms in TRCC	22
	• Event space	27
6.	Front Office	
	• Introduction	30
	• Front office hierarchy	31
	• Job description	33
	• Bell desk/ concierge desk/ travel desk	35
7.	My learnings	38
	• Pool duty	39
8.	Concierge desk	
	• Luggage movement	45
	• Airport drop	47
	• Morning duty	48
9.	Food and beverage service	49
10.	Welcome drinks	50
11.	Guest complaint	51
12.	Experience	52
13.	Conclusion	53

Industrial Training  
**PERFORMANCE APPRAISAL FORM (PAF)**  
 Integrated MBA (Hospitality, Travel & Tourism)

Name of Student: <u>ROHIT DAS</u>	Term: <u>CONCEERGE</u>
Name of the Organization: <u>GOA UNIVERSITY</u>	Duration: <u>2 Monthy</u>
Department: <u>F&amp;BS / FP / HK / FO / FO</u>	From: <u>18<sup>th</sup> May</u> To: <u>15<sup>th</sup> July</u> (specify)

**Appearance**

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

**Punctuality / Attendance (      days present out of      days)**

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1

**Motivation**

Demonstrates ambition to achieve progressively.	5
Positively seeks to improve knowledge and performance	4
Shows interest in all work undertaken.	3
Is interested only in areas of work preferred.	2
Lacks drive and commitment.	1

**Attitude to Colleagues / Customers**

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked.	4
Gets on well with most colleagues, Handles customers well.	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

**Attitude to Supervision**

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others.	4
Accepts criticism, but does not necessarily act on it.	3
Takes criticism very personally, broods on it.	2
Persistently disregards criticism and goes own way.	1

Initiative	
Very effective in analyzing situation and resourceful in solving problems	5
Shows ready appreciation and willingness to tackle problems	4
Usually grasps points correctly.	3
Slow on the uptake.	2
Rarely grasps points correctly.	1

Reliability / Comprehension	
Is totally trust worthy in any working situation?	5
Understands in detail, why and how the job is done.	4
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done.	3
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	2
Cannot be relied upon to work without supervision.	1
Comprehends only after constant explanation.	
Requires constant supervision. Lacks any comprehension of the application.	

Responsibility	
Actively seeks responsibility at all times.	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility.	1

Quality of Work	
Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1

Quantity of work	
Outstanding in output of work.	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1

Total 50 / 50

Name of Appraiser: Shubham Paraskar Signature: [Signature]

Designation of Appraiser: Executive Date: 16/07/2022

Contact Number / email.id: 8698096334

Signature of Student: [Signature] Date: 16/07/2022

## INTRODUCTION TO HOTELS

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

# IHCL

THE INDIAN HOTELS COMPANY LIMITED



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. The Tata group turned

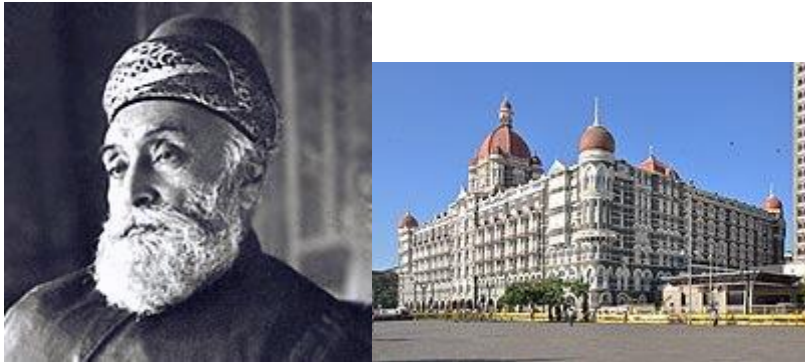
150 in 2018, at IHCL, are proud to be a part of its legacy since 1899 as we participate in its 'One IHCL One Tata'. One Tata is a Tata group-wide initiative designed to drive synergies across all Tata companies through simplification to jointly enhance scale. Given the breadth of operations of the Tata group, leveraging the 'One Tata' concept has opened limitless possibilities for all Tata companies. IHCL's core philosophy of 'One IHCL' is fueled 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.

Taj Hotels is a chain of luxury hotels and a subsidiary of the Indian Hotels Company Limited, headquartered at Express Towers, Nariman Point, Mumbai. Incorporated by Jamsetji Tata in 1903, the company is a part of the Tata Group, one of India's largest business conglomerates. The company employed over 20,000 people in the year 2010.

As of 2020, 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.

## HISTORY

Jamsetji Nusserwanji Tata, founder of the Tata Group, opened the Taj Mahal Palace, a hotel in Mumbai (formerly called Bombay) overlooking the Arabian Sea, on 16 December 1903.



It was the first Taj property and the first Taj hotel. There are several anecdotal stories about why Tata opened the Taj hotel. According to a story, he decided to open the hotel after an incident involving racial discrimination at the Watson's Hotel in Mumbai, where he was refused entry as the hotel permitted only Europeans. Hotels that accepted only European guests were very common across British India then. According to another story, he opened the hotel when one of his friends expressed disgust over the hotels that were present in Bombay then. But a more plausible reason was advanced by Lovat Fraser, a close friend of the Tata and one of the early directors of the IHCL group, that the idea had long been in his mind and that he had made a study on the subject. He did not have any desire to own a hotel but he wanted to attract people to India and to improve Bombay. It is said that Jamsetji Tata had travelled to places like London, Paris, Berlin, and Düsseldorf to arrange for materials and pieces of art, furniture and other interior decor for his hotel.

In 1974, the group opened India's first international five-star deluxe beach resort, the Fort Aguada Beach Resort in Goa. In 1970s, the Taj Group also began its business in metropolitan hotels, opening the five-star deluxe hotel, Taj Coromandel in Chennai, in 1974, acquiring an equity interest and operating contract for the Taj President (now Vivanta by Taj – President), a business hotel in Mumbai, in 1977, and also opening the Taj Mahal Hotel in Delhi in 1978.

The group has been converting royal palaces in India into luxury hotels since the 1970s. The first palace to be converted into a Taj luxury hotel was the Lake Palace in Udaipur, in 1971. Other examples include the Rambagh Palace in Jaipur, Umaid Bhawan Palace in Jodhpur, Falaknuma Palace in Hyderabad and Nadesar Palace in Varanasi.

In 1980, the Taj Group opened its first hotel outside India, the Taj Sheba Hotel in Sana'a, in Yemen and in the late 1980s, acquired interests in the St. James' Court Hotel (now comprising Taj 51 Buckingham Gate Suites and Residences and St. James' Court, A Taj Hotel) in London. In 1984, the Taj Group acquired, under a license agreement, each of the Taj West End in Bangalore, Taj Connemara, in Chennai and Savoy Hotel in Ooty. The five-star deluxe hotel, Taj Bengal in Kolkata, was opened in the year 1989, and with this, the Taj Group became the only hotel chain in India with a presence in the six major metropolitan cities of India, namely Mumbai, Delhi, Kolkata, Bangalore, Hyderabad, and Chennai.

Concurrently with the expansion of its luxury hotel chain in the major metropolitan cities, the Taj Group also expanded its business hotels division in the major metropolitan and large secondary cities in India. During the 1990s, the Taj Group continued to expand its geographic and market coverage in India. It developed specialized operations (such as wildlife lodges) and consolidated its position in established markets through the upgrading of existing properties and development of new properties. Taj also set up the Taj Kerala Hotels and Resorts Limited in the early 1990s along with the Kerala Tourism Development Corporation.

## **TYPES OF IHCL BRANDS**

The Indian Hotels Company Limited is South Asia's largest hospitality-focused 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 12

❖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.

---

## *TAJ RESORT AND CONVENTION CENTRE*

---

Located in Panaji, right on the tranquil Vanguinim Beach Dona Paula in North Goa, Taj Resort & Convention Center Goa features luxurious rooms offering suitable choices to guests. With only 17 mi and 45 mins drive from the Dabolim airport the hotel is located in the heart of Goa.

The vast elevated deck at the rooftop with infinity pool along the Arabian sea offers panoramic views and sun bathing opportunity to the guests and a second swimming pool at the lower deck.

Access a host of water sports, sunset cruise and other activities at the beach, rejuvenate at the Jiva Spa, enjoy e-biking, kids activity zone, a state of the art fitness facility or just relax to soak the sun by the Arabian Sea.

Taj Resort & Convention Center Goa features an all day dining restaurant BLD located off the main lobby with a beautifully landscaped garden on the north and a vast deck garden on the sea side. The hotel also offers a lounge bar and a Coastal Cuisine specialty restaurant.

Miramar Beach is 1.1 mi from the accommodations, 0.8 mi from Caranzalem Beach while River Cruise is 5 mi from the property.

**Couples in particular like the location – they rated it 9.4 for a two-person trip.**

## **Hotel facilities**

**THE HOTEL HAS TOTL NUMBER OF 299 ROOMS WITH ONE HOSPITLITY SUITE WHICH IS FOR THE OWNER OF THE HOTEL.**

- 2 swimming pools



The Taj resort and convention centre has two pools. The one pool is t the terrace level whereas the other one is at UB (upper basement) level. There is also a pool for kids. The top view of the hotel will make your day. The pool timing is from 7am – 7pm

- **Beachfront**

**The hotel has an amazing beach next to it. Which can be seen from the hotel rooms. Free shuttle service is provided for beach pickup and drop**

- **SPA**



Elevate your senses with the Jiva Spa, and holistic rejuvenation inspired by ancient Indian healing wisdom. Wrap yourself in soothing luxury with a selection of massages and invigorating aromatherapy. The spa timings is from 9am – 6pm

- **RESTAURANT**

The hotel provides a wide range of 5star dining services.



#### **TIMINGS**

- Breakfast: 7:30 am – 10:30am
- Lunch : 12:30pm – 3:30pm
- Dinner: 7:30 – 10:30pm

#### **GYM**



The hotel has a great fitness center with a certified trainer. Gym has all the upto date equipments. The gym is open from 6am – 10pm.

#### **KIDS AREA**



The hotel has a kids playing zone where your child can play. Various kinds of toys are available there. The timings for the kids rea re from 9m – 6pm

## **TAJ KHAZANA**



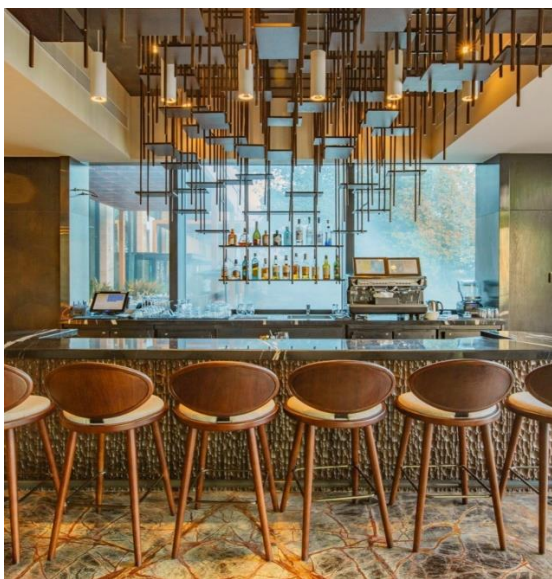
A chain of luxury lifestyle stores located at select Taj Hotels, Taj Khazana offers an exclusive boutique experience that is deeply rooted in Indian tradition and culture with a discerning global appeal.

## **BANQUET (ASSEMBLIA)**



The TRCC has big enough banquet hall.(1200mts)

### **BANYAN BAR**



The Banyan, is the sprawling Eat – Bar that has as much draw for the foodies as it does for bar-faithful. With one of the most extensive menus that covers regional classics, wraps, bowls, comfort foods, smoothies, savouries & desserts it is an ideal foil to the spirited beverage menu. One that includes novel cocktails, smooth malts and refreshing infusions.

## TAJ GALLERY



# **TYPES OF ROOMS IN TRCC**

- **Superior Room**

Warm colors, luxurious spaces, and varied views welcome you into your 38 sqm abode, complete with a king/twin bed and 3-fixture washroom. Additionally, Superior rooms come with the comfort and convenience of a Tea/Coffee maker, Flat-screen HDTV, minibar, and complimentary Wi-Fi for 4 devices.



- **Luxury Room**

With a courtyard view, our 50 sqm Luxury rooms keep it warm and plush, making them perfect for both introspection and indulgence. Revel in the comfort of a Tea/Coffee maker, Flat-screen HDTV, minibar, complimentary Wi-Fi for 4 devices, and a 4-fixture washroom, including bathtub.



- **Deluxe Room Sea View**

Embrace breath-taking views of the sea as you lounge on your bed. The room offers a luxurious 40 sqm of ergonomic space and the comforts of a 4-fixture washroom, a Tea/Coffee maker, Flat-screen HDTV, minibar, and complimentary Wi-Fi for 4 devices.



- **Luxury Room Sea View**

An exhilarating sea-view greets you in these lively, spacious 42 sqm residences, quirky wall pieces complementing the room's unmistakable grace. A Tea/Coffee maker, Flat-screen HDTV, minibar, 4-fixture bathroom, and complimentary Wi-Fi for 4 devices take care of your material needs.



- **Taj Club Sea View**

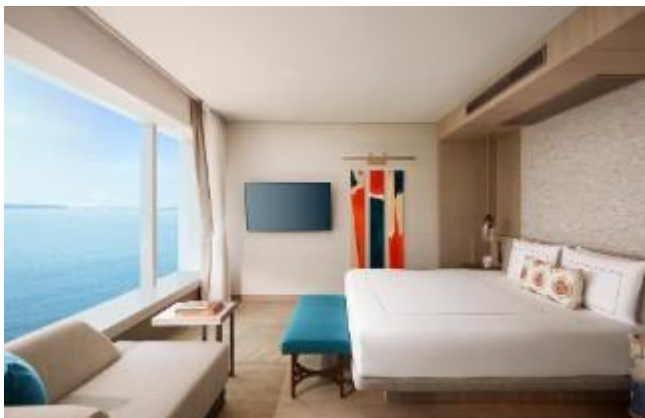
Verdant ledges complement the views of the sea as you look on from the comfort of your bed. At 51 sqm, our Taj Club rooms up the luxury quotient,

complete with an open-view bathroom and Taj Club amenities. Tea/Coffee maker, Flat-screen HDTV, minibar, and complimentary Wi-Fi for 4 devices add to your comfort.



- **Deluxe Suite**

Let your mood move with the moods of the sea in our sea-facing Deluxe Suites. At 83 sqm, they are steeped in the enviable luxury of space, views, and warmth. A 7-fixture bathroom, King Bed, Tea/Coffee maker, Flat-screen HDTV, minibar, and complimentary Wi-Fi for 4 devices add to your comfort.



- **Luxury Suite**

Let your mood move with the moods of the sea in our sea-facing Deluxe Suites. At 83 sqm, they are steeped in the enviable luxury of space, views, and warmth. A 7-fixture bathroom, King Bed, Tea/Coffee maker, Flat-screen HDTV, minibar, and complimentary Wi-Fi for 4 devices add to your comfort.



- **Grande Luxury Suite**

Embrace the luxury of all that 108 sqm of impeccably designed space can offer, from an enviable view of the vast sea to a sprawling living room. A 7-fixture bathroom, King Bed, Tea/Coffee maker, Flat-screen HD TV, minibar, and complimentary Wi-Fi for 4 devices add to your comfort.



- **Presidential suite**

Live largest in our most expansive suite. At 175 sqm, our sea-facing Presidential suite exudes luxury, modernity and artful elegance. A 7-fixture bathroom, King Bed, Tea/Coffee maker, Flat-screen HD TV, minibar, and complimentary Wi-Fi for 4 devices add to your comfort. Guests enjoy exclusive Club Privileges.



- **Hospitality suite**

Elevate your senses and give in to opulence. Complete with sea views, a living room, and a sprawling bedroom, our 150 sqm Hospitality Suite embodies the largeness of the Goan lifestyle. 4-fixture washroom, King Bed, Flat-screen HDTV, minibar, and complimentary Wi-Fi for 4 devices add to the comfort.



# EVENT SPACE

- **Assembleia**

Max Capacity : 1200

Adjacent to the banquet porch is an intimate area blessed with verdure. Here, one may indulge in the enviable uniqueness of close-knit gatherings and heartfelt moments.



- **Cinema**

Max Capacity : 30

A large screen, 30 seats, a cinephile's delight. The Cinema at Taj Resort and Convention Centre is the only one of its kind amongst luxury hotels in Goa. Organise a gathering or simply see what's playing as you take a break from the celebrations or, indeed, make them part of the event.



## 4 Meeting Rooms

Max Capacity : 50

Have multiple meetings? Use any or all of our four 70 sqm meeting rooms. Two meeting rooms may be combined into one on request. Every room comes with a view to inspire thought, ideas, and productivity.



- **Board rooms**

Max Capacity : 12

Important decisions need suitable spaces – professional and intimate. Ask for our board rooms for a tete-a-tete between high-powered executives and for those essential decision-making moments.



- **Sky Gaze (Roof Top Deck)**

Max Capacity : 300

For scale, view, and experience, there is nothing like a rooftop gathering. The sea-facing, 25m infinity pool awaits your arrival as two sprawling terraces look out into Zuari Bay, the Arabian Sea, and Vainguinim beach. Here, you can see the statues of Dona Paula at the distance, the setting sun illuminating their shape and dancing off the rippling waters that are dotted with sailboats.

Further away from the pool is a customisable dining spot, overlooking the sea, apt for special moments. Every view here, albeit instagrammable, is one that can seldom be justified by a photograph. Live the rooftop experience.



## **FRONT OFFICE**

### Introduction

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.

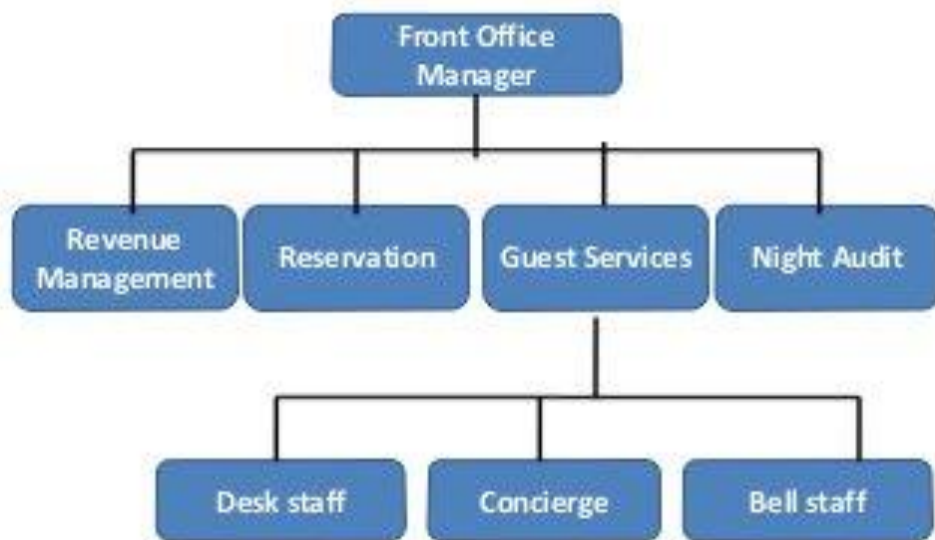
The bellboy then leads the guest away to his room. Then the assistant enters the details of the card into his computer. An identification number is given to the guest who is written down on the registration card. Then the rate is checked in the computer and after everything is ascertained then the entry 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 & does not need investment frequently.

# FRONT OFFICE HIERARCHY

## Overview of the Front Office



## INTERDEPTMENTAL COORDINATION

**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 of 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 fells 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 pickups 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 include after midnight.

## BELL DESK / CONCIERGE / TRVEL DESK

BELL DESK IS AN EXTENDED ARM OF THE FRONT DESK. THERE ARE MANY ACTIVITIES AT THE TIME OF ARRIVAL, DURING THE STAY AND AT THE TIME OF DEPARTURE OF THE GUEST WHICH CANNOT BE CARRIED OUT FROM THE FRONT DESK BUT ARE TO BE CARRIED OUT ESSENTIALLY, IN ORDER TO PROVIDE SERVICES TO THE GUEST. AS THE NAME SUGGESTS IT IS A SMALL DESK /COUNTER IN THE LOBBY NEAR THE MAIN ENTRANCE OF THE HOTEL.



The bell desk in the hotel should be situated in clear view of the front desk, cashier and particularly the doorman standing outside the lobby, so that the doorman may signal for a bellboy at the arrival of a guest. Further, it is also important that the bell desk is situated near the luggage centre and luggage entrance.

The location of the bell desk also helps in the effective coordination with the front office, example for the arrival and departure of guests, to validate Room Discrepancy report, escort the guest to the room etc. And the bell desk personal can report and assist the

security in dealing with undesirable elements in the lobby. The main functions or duties are done by the bellboys are;

- 1) Luggage handling
- 2) Paging and Message Handling
- 3) Delivery of newspaper
- 4) Collection of Room Keys at departures
- 5) Miscellaneous Jobs

## **1) Luggage handling:**

Luggage handling of the guest is done at a various occasion such as arrival, during stay (change of rooms) and at the time of departure. At the time of arrival when the luggage of the guests moved from car/taxi to the lobby and further to the allotted room, the activity is called "Up bell activity". When the luggage of the guest is moved from room to lobby and further to the car/taxi at the time of departure the activity is called "down bell activity".

## **2) Paging and Message Handling:**

Apart from luggage handling the bell desk is also responsible for paging a guest. The paging is a system of locating the guest in the hotel. Many times the in house guest expects a phone call or a visitor but decides not to wait in the room, and might decide to go to a public area such as bar, restaurant, swimming pool, lobby or lounge etc. of the hotel or may go out of the hotel.

In such cases hotel request the guest to tell about his whereabouts through a location form. This current location of the guest is duly updated on the hotel software under the function called Locator or Traces. In case of hotels who are not using a hotel software this form is usually filled in by the guest but many times it may be filled in by the hotel staff on the instructions of the guest and kept in the room folder. The bell desk's function is also to handle and distribute mail, couriers and

message received by the front desk in the absence of the guests to their respective rooms.

#### **4) Delivery of newspaper:**

As per the hotel policy, all hotel guests receive a copy of hotel newspapers each morning. The bellboys in the night shift are responsible for delivering the newspapers to all occupied rooms and the areas of the hotel and also keeping a record of the same is done by the bell desk. The bell captain on duty is also responsible to coordinate with the newspaper supplier and order the required number of the newspaper as per the number of the room occupied.

#### **5) Collection of Room Keys at departures:**

Another very important function of the bell desk is the collection of room key from a checkout guest and depositing the same at the front desk. Depending upon the types of the key used by the hotel either manual key or key cards the bells desk staff should always keep a watch and remind the guest at departure to deposit the key.

#### **6) Miscellaneous Jobs:**

Miscellaneous jobs such as postage stamps handling, postcard, courier collection, taking care of outgoing mail of the guest, first aid box, over the counter medicine kit, carrying out outside errands for the guest and hotel such as serving welcome drinks, buying of cinema tickets, moving of files and documents etc. for the guest as well as going to banks, post office and also uploading or compiling the police report or emigration report.

---

## *MY LEARNINGS*

---

In the first we had an induction for all the trainees. Where we were explained about the Taj hotels and how the Taj hotels came into existence.

Then on the next day we were given a hotel show around where we were taken to the front office back area where we were given a sample of papers on which all the locations of the hotel was there.

There was only one sample of paper and we were more than 10 so we decided to do a pdf. We created a pdf and were reading it from our cellphone. As we were reading one guy with formal entered the back office and took some papers. He saw us using our phone and told us to keep the phones in our pockets. We told him that we were reading regarding the hotel only. Then he left. After that one of the employees asked us. "do you'll know who that guy was?" we said no, then he replied that he was the area director of the hotel. He added that if he tells to keep your cellphone in the pocket then you quietly put your phone back. You don't go to argue with him. If he wants then he can cancel all your internships in this hotel.

## **POOL DUTY**

On the first day I was put for the pool duty. It was a very fun task so there was nothing much to do.

Procedure:

1. Firstly, wish the guest according to the time of the day.
2. Then ask if they have come for just a walk or for swimming. As many guests come in the pool area to just walk and see the view.
3. If the guest has come for the swimming purpose for which the guests needs to have a particular swimming costume material without which they will not be allowed to enter the pool.
4. there's a form which one needs to be filled before entering the pool. This form says that if anything is lost near the pool then the hotel is not responsible for it. the time one entered into the pool is noted and time when one left the pool is also noted on the form.
5. Before entering the pool one needs to take a shower. So that there's no dirt going into the pool.

**Timings for the pool is from 7am to 7pm.**

I had to report at 7am and was left by 4pm.

I did the work of filling up of forms and asking the guests for their signature. When there were no guests I was asked to fold towels and keep the used and unused towels separately.

## CONCIERGE DESK

Concierges have a broad range of responsibilities that may make their career role hard to define. In hospitals, hotels and other service-oriented organizations, they act as vital links between institutions and their patrons.

### *functions of concierge desk*

#### **1. Facilitate Travel**

Some concierges double as private or for-hire chauffeurs. These individuals do more than just drive people around, however; they're also commonly relied on to act as personal assistants. As such, they could be responsible for arranging tours and excursions or transferring passengers from airports and other transportation hubs to cities.

Concierges who also drive passengers might have to develop deeper relationships with their clients. For instance, a travel enthusiast who's accustomed to ritzy treatment may expect their chauffeur-concierge to have their favorite newspaper or beverages on hand when they meet up. In some cases, concierges who actively perform travel services require special licensing and training.

#### **2. Improving Hospitality**

Hotel concierges perform services that define the modern hospitality experience. At a basic level, their work includes tasks like taking reservations, checking guests in and fielding requests for items and amenities. They commonly act as the first point of contact for patrons.

Behind the scenes, a hotel concierge may perform tasks like overseeing cleaning services, managing resource inventories, compiling reports on maintenance jobs and other office work. While the highest-level decision-making is often left to management staff, concierges are critical cogs in the business-process machine, and higher-ups commonly delegate vital tasks to these key players.

#### **3. Assisting Visitors**

In hospitals and other large-scale healthcare facilities, concierges routinely handle the front-end tasks associated with patient occupancy and family-member visitation. Hospital concierges may schedule overnight occupancy for a patient's loved ones, pass on treatment requests from relatives to nurses and care teams and provision specific amenities prior to patient stays. Many also provide on-demand services, such as fulfilling special dietary requests or securing entertainment.

A healthcare concierge could even be responsible for high-level resource management and planning. Some have been known to oversee construction and administer improvement projects, like upgrading habitability features.

#### **4. Keeping Patrons Informed**

Regardless whether they work in hospitals, hotels or other institutions, one common task nearly all concierges perform is answering questions. Patrons may want to know about nearby tourism sites, regional cuisine, entertainment and a host of other issues that impact the quality of their visits.

To field these questions accurately, concierges need more than prior knowledge. Some also have to complete additional training to learn about their company's unique offerings or branding. Those who work in special-interest facilities, such as hotels near national landmarks, may also improve their career skills by brushing up on local histories. In certain situations, it may be to their advantage to be multilingual.

## **5. Guest Services**

Nightclubs and restaurants commonly employ concierges to control access, greet guests and oversee daily operations. These individuals have to be sufficiently capable to keep an eye on multiple affairs simultaneously without losing track of issues like crowd control, security, emergency response and patron requests.

Concierges and other front-of-house staff usually handle reservations, large parties and seating arrangements. During high-volume periods, they may move to assist with expediting kitchen or bar services.

No matter where they find employment, concierges are largely responsible for keeping things running smoothly. Although this career is most often associated with the hospitality and tourism field, concierges work hard to improve patron experiences in a range of industries.

## **Bell Desk**

The bell desk is located very close to the main entrance of the hotel. This section is headed by a bell captain, who leads a team of bell boys and page boys.

- **Functions of bell desk** :The bell desk is responsible for the following tasks:
- – Handling guest luggage at the time of arrival and departure
- – Escorting guests to their rooms on arrival.
- – Familiarizing guests about safety features and in-room facilities.
- – Making sundry purchases for the guest.
- – At request keeps guest luggage in the left luggage room

## **Equipment used in bell desk**

1. Computer.
2. Telephone
3. Luggage trolley
4. Paging board
5. first aid box
6. Wheel chair
7. Oxygen cylinder
8. Stamp folder
9. Franking machines

10.Umbrella

11.Postage weighing machine

12.Date and time punching machine

- There are two types of travelers in the hotel. One is the FIT (free individual travellers who travel independently by themselves.) The other one is the wedding or group arrivals which includes tourists travelling for the purpose of weddings or for the purpose of conferences.

- So, there are two check-in areas  
One is for the group. All the companies meetings and conference people come from this area.



In the concierge desk the guy trainees were given a responsibility for handling of luggage, pickup and drop and the girl trainees were involved in the welcome drinks.

My duty was to take the luggage from the car during the time of arrival and bring it inside and tag them



- Then the guests were welcomed with the re-freshing welcome drinks.



Then we confirm with them if their check-in is done. Once the room numbers are allotted then we write down the room numbers on the tags.

- This one is the small trolley on which we can carry 4-6 bags



- The below one is called elephant trolley. On this trolley one can carry 10-12 bags



When the arrivals happen and the bags are numbered then we accordingly bring the required trolley and place the bags in the proper manner. Then we carry the bag on the trolley to the required room. when we reach the door we

ring the bell and say 'guest services'. Once the guest opens the door we wish them according to the day and ask if we can place their luggage in the room. After placing the luggage we click picture of the luggage which is placed in the room and send the pic on the whatsapp group (we had a group called concierge warriors where all the staffs of the concierge groups are there).

- There's a card which we need to carry with us all the time.

TAJ  
RESORT & CONVENTION CENTRE  
GOA

Bell Boy Errand Card

Bell Boy Name: Rohit

Sign of Bell Capt.: \_\_\_\_\_

Guest's Name/Room	Errand	Time-out	Time-in
1653	6	9:50	9:58
1237	6 bags	11:25	11:30
1239			
1330	14		

Taj Resort & Convention Centre  
Vengalim Plateau, Dona Paula, Panaji, Goa 403 004, India  
T: +91 832 245 4545 | E: reservations.thcgoa@tajhotels.com  
www.tajhotels.com

We write our name on the card and write the room nos. in the first column. Errand means the number of bags which we are carrying. And in the next column we need to write the time when we left from our place and in the next we had to write the time at which the luggage was delivered to the room. At the end of the day this card was needed to be submitted to the supervisor.

### Luggage Down

For the luggage down we use to get message on the group for eg: 1225 luggage pickup then one of us had to put noted for that which means you will be going for it for sure. Then you go to required room and ring the bell and say guest service then the guest opens the door and then we wish them according to the time of the day. And ask sir/ ma'am you had asked for the luggage pickup right.... Then we take the luggage with the help of a trolley and keep it in the lobby. And check if the bills are clear. If the bills are not clear then we gently say that sir/ma'am your bills are pending you may head to the reception area to clear your bills. If the bills are clear then we take the luggage out and wait for the guests car to come and when the car arrives. We ask the guest if he needs to place the luggage in this car. Then If he says yes then we place the luggage in the car and wish them a safe journey. This was our luggage departure procedure.

## *Airport Pickup*

One day I was working as usual and one of the supervisor asked me to go for the airport pickup. I told him that I have no idea about anything. He told me not to worry, it will be okay ... I was going for the pickup of the maharaja family from Rajasthan. I was very excited to meet them. They were VIP guests. I asked my sir...what to wish them. Good evening or good afternoon. He told me that they are maharajas... you just need to stand with a banner of our hotel. And say. "your highness, welcome to Goa".

I reached the airport. There was a BMW car parked for them. There I waited for them, then after half-an hour they arrived. I thought that they would be some old guys. But were veto my surprise they were very young people I wished them "your highness, welcome to goa" they smiled and then I opened the door for them they sat very comfortably and reached the hotel safely. It was a very good experience

### Morning duty

I was mostly put for the morning shifts that is from 7am -4pm. So once I was at the desk I had to check if the newspapers were brought up. If not then I had to go again and bring the newspapers. Then my supervisor used to tell me the room nos. where the newspaper was needed. So I used to take a newspaper keep it in the jute bag and when I reach near the door I used to ring the bell and wish accordingly and gently handle the newspaper in the guests hand.

Besides this, I also had to take the calls from the guest requests. Those requests were then noted down and informed to the supervisor incharge for the day.

#### Procedure for taking the car booking

1. Pick up the call and say “good morning concierge, how may I assist you?” then the guest says that they wanted a car for airport drop.
2. Then, we ask for their room no. and after that we ask for how many people you’ll require. If they say just 2 then we book a Ciaz or if its more then that then Innova is booked.
3. Then, we ask for the time at which they will be leaving. Then we ask them if the bills will be paid to the driver or they have to charge it on their room no.... then the booking is confirmed

## FNB SERVICE

So when the tata group had come then in the restraint there were shortage of staffs. So, I worked therefore a day. I gained a good knowledge about how the work goes in the restraint and back are of the restraint. Firstly, I was told to wipe the plates and glasses in the morning. Then in the evening time I was doing the clearance. So there were 4 sections in the restraint. ABCD I was told to do the clearance of the A section. Where I just did the clearance. Taking u of the filled trays in the back area. Clearing all the foods.

I was also one day called for serving dish like walking around the sections with a tray of some eatable. Where the guest helped themselves. I had to walk around the sections and when the tray goes empty I was told to fill it from the back area.

## Welcome drinks

After a long tiring journey. When the guest entered the lobby they were welcomed with the mind refreshing welcome drinks.

I was also doing welcome drink for a day as those trainees were sent for some other work So I and one of the trainees were put for the welcome drinks.



There were two types of drinks.. the kokum juice and the lemonade. These drink were prepared in the banyan bar and the night shift guy had to collect it and put it in the fridge. And in the morning when the morning shift comes they keep the cullards ready by pouring the welcome drinks in it. Then decorated it with flowers inorder to look presentive.

We had to stand in the lobby and had to keep the trays in our hands and had to offer them the drinks. Then one person had to check for the clearance.

## GUEST COMPLAINT

There was a complaint by the guest that there is no hot water in the bathroom. He phoned at 0 no. and asked for it to be repaired. the engineer came to the room and was saying that “the hot water and cold water was getting mixed that’s why there was no hot water coming. So the guest all the way came to the concierge desk from the 2<sup>nd</sup> floor and looked very angry. He explained us the same thing.

And the hotel took the quick action by changing their room and shifting them to the other room. To a better one. The previous room was a simple room on the 2<sup>nd</sup> floor but the new room which was given was on the 3<sup>rd</sup> floor and was a kingfisher suite room.

By doing this the hotel handled the guest and also offered them a complementary room like inorder to repay for their previous mistake. And keep their standards upto the mark.

## Experience

Taj Resort And Convention center has given me a wonderful and memorable experience. The memories and experience I received will help me to go aa long while. In the front office I learnt various ways on how to interact with the guests and handle their requests, in FNB I learnt. How the service of the food is done. I really enjoyed my experience in TRCC

### Conclusion:

To conclude, I had a great overwhelming opportunity to work in a five str property where I learnt various things about how the industry works. From trainee to the managers everyone was very nice to us. I worked as a pool attendant for 5 days, then I joined the concierge desk where I did the luggage movements. Then I got an opportunity to go for the airport pickup of the Maharajas. Then I worked in the FNB department for a day. I also served the welcome drinks for a day. It was a very tiering work but it was worth it. I'll remember those days for my lifetime.