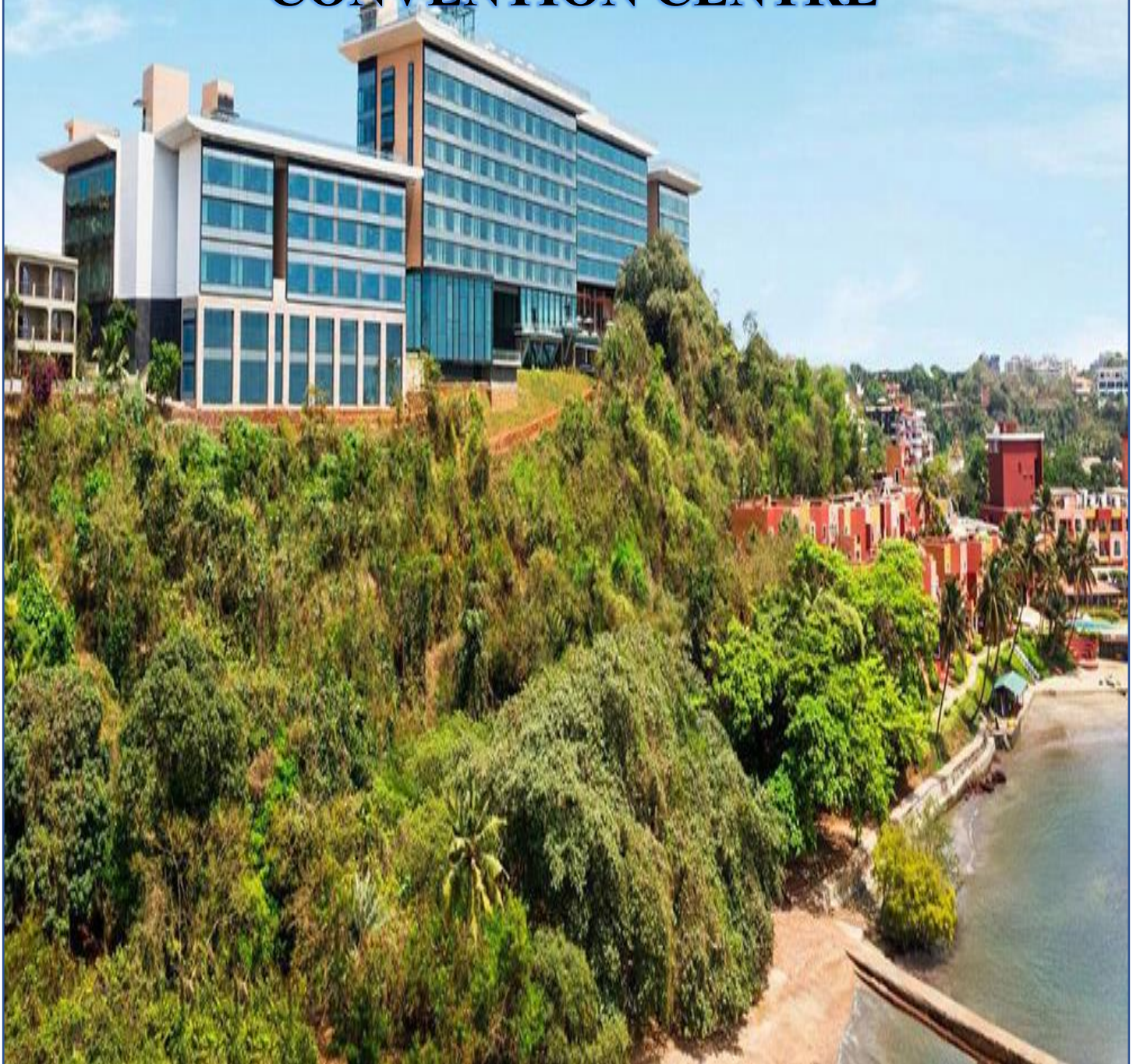


# **INTERNSHIP REPORT**

## **TAJ RESORT AND CONVENTION CENTRE**



# TOPICS COVERED:

Sr.no	TOPICS
1.	ACKNOWLEDGEMENT
2.	ABSTRACT
3.	ABOUT THE HOTEL
4.	ABOUT THE DEPARTMENTS
5.	TRAIL
6.	CONCLUSION

# **ACKNOWLEDGMENT:**

I Shalan Francis acknowledge that I attended a training program conducted by Taj resort and convention centre.

By this report I'm using the opportunity to express my deep gratitude to sir valentine the learning and development head of the hotel for giving me the opportunity to experience and grasp some knowledge by having me train at Taj.

The internship opportunity I had at Taj was a great chance for learning and professional development. therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me though this internship period.

Last but not the least, I would like to thank all my professors for helping me and my classmates for preparing us for this internship, It would not have been possible without their support and guidance.

# **ABSTRACT:**

There were several departments in the hostel which included food and beverage service, housekeeping, front office, food production.

These being the 4 core departments.

There were also departments like human resource, sales and marketing, finance and learning and development.

But unfortunately, because of the pandemic I did not get to have an exposure in the training during my first 2 years of college and this being my 3<sup>rd</sup> year I needed to do 2 months out of the 6 in one of the core departments. I'm glad I got to do so.

The department that I got choose and got trained was the department of food production.

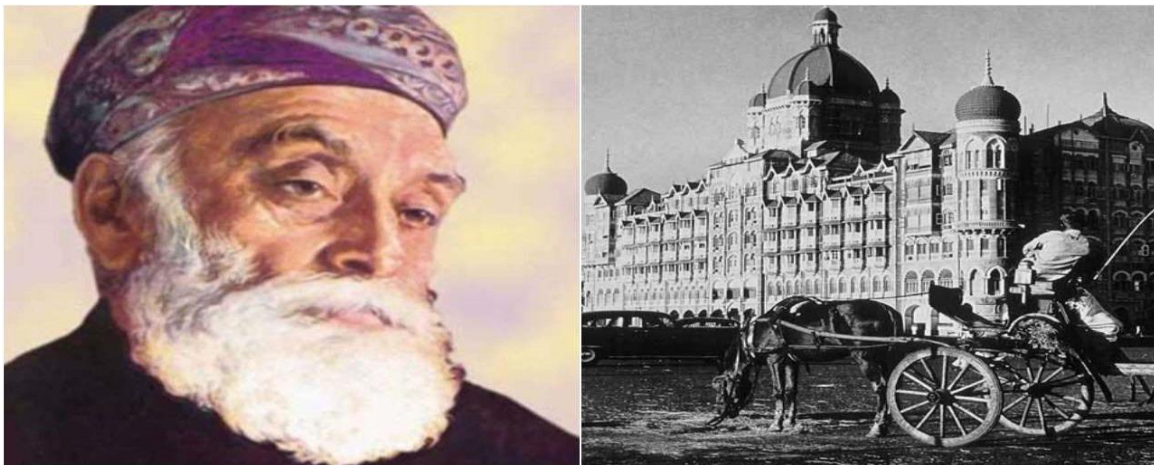
One of the core and important departments of a hotel.



# **TAJ RESORT AND** **CONVENTION CENTER**

TAJ Hotels were incorporated in the year 1899, by the founder of Tata groups Mr. Jamshedji Tata.

IHCL (Indian hotel company limited) opened the first hotel, the Taj Mahal, Bombay in the year 1903.



## **IHCL**

The Indian Hotels Company Limited is an Indian hospitality company that manages a portfolio of hotels, resorts, jungle safaris, palaces, spas and in-flight catering services. The company is being managed by Tata Group.

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



## **IHCL BRANDS:**

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



TAJ resort and convention centre started in the year 2019. By the firm to groups under which there are more 2 sectors which are: education and media.

TAJ is located in the forested hillside and sea view at Dona Paula, goa.

It's a luxurious vertical resort in Goa with 299 rooms, with 17 suits. with a spa, BLD the multi cuisine restaurant which means breakfast, lunch and dinner, the banyan which is the resorts "EAT BAR" They also have a speciality restaurant called C2C which means Coast to coast. A gym and a kids club too. a rooftop swimming pool, A banquette, multiple business meeting halls. They also have a 40-seater cinema hall.



During induction we are also educated about the TATA code of conduct, TATA values, their objectives, the 7 pillars of tourism that they use etc.

- TATA values:

- + Integrity
- + Excellence
- + Responsibility
- + Unity

- 7 pillars of tourism:

- + Swagat
- + Soochana
- + Suvidha
- + Suraksha
- + Shayok
- + Samrachanam
- + Safia

## WORK MOTIVATION:

- They always put their employees at their priority
- They have various activities conducted to keep their employees motivated e.g.: they had sports competitions like volleyball match where all the departments compete against each other.
- They had price distribution where the best employee of the month was appreciated and he/she was handed with prices.



## SAFETY:

- They took us through the safety procedures of the hotel

Example: product, person and procedure

- Unsafe acts- unsafe conditions- near miss- accidents.
- Safety shoes.

## DRESS CODE:

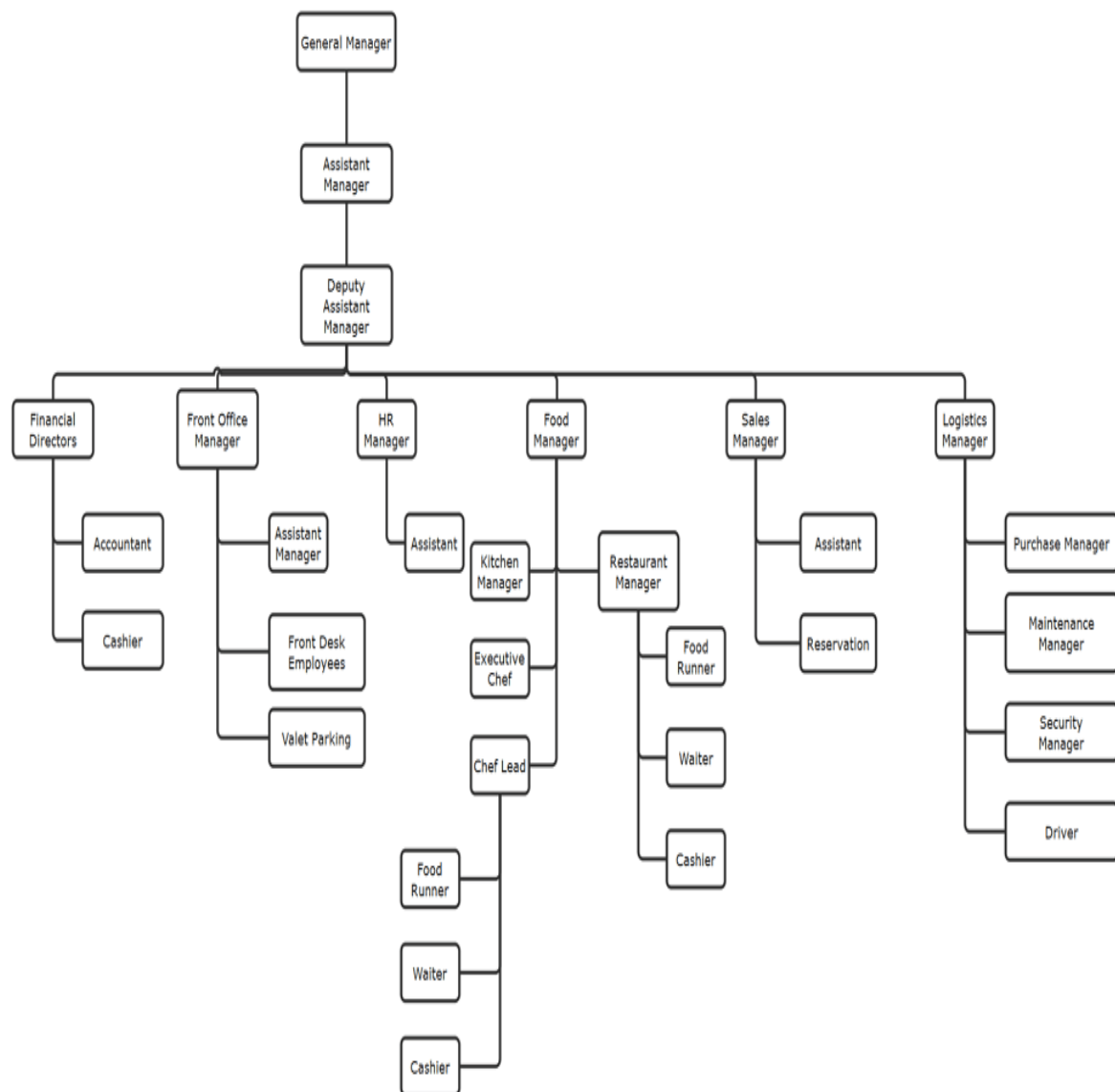
- Uniforms had to be neat and ironed at any cost.

## HYGIENE:

- The standard of handling food (if in the kitchen)
- Caps were worn at all times even if not a kitchen staff.
- Personal hygiene etc.



# HOTEL ORGANIZATIONAL CHART



**GENRAL MANAGER**  
Vincent Ramos



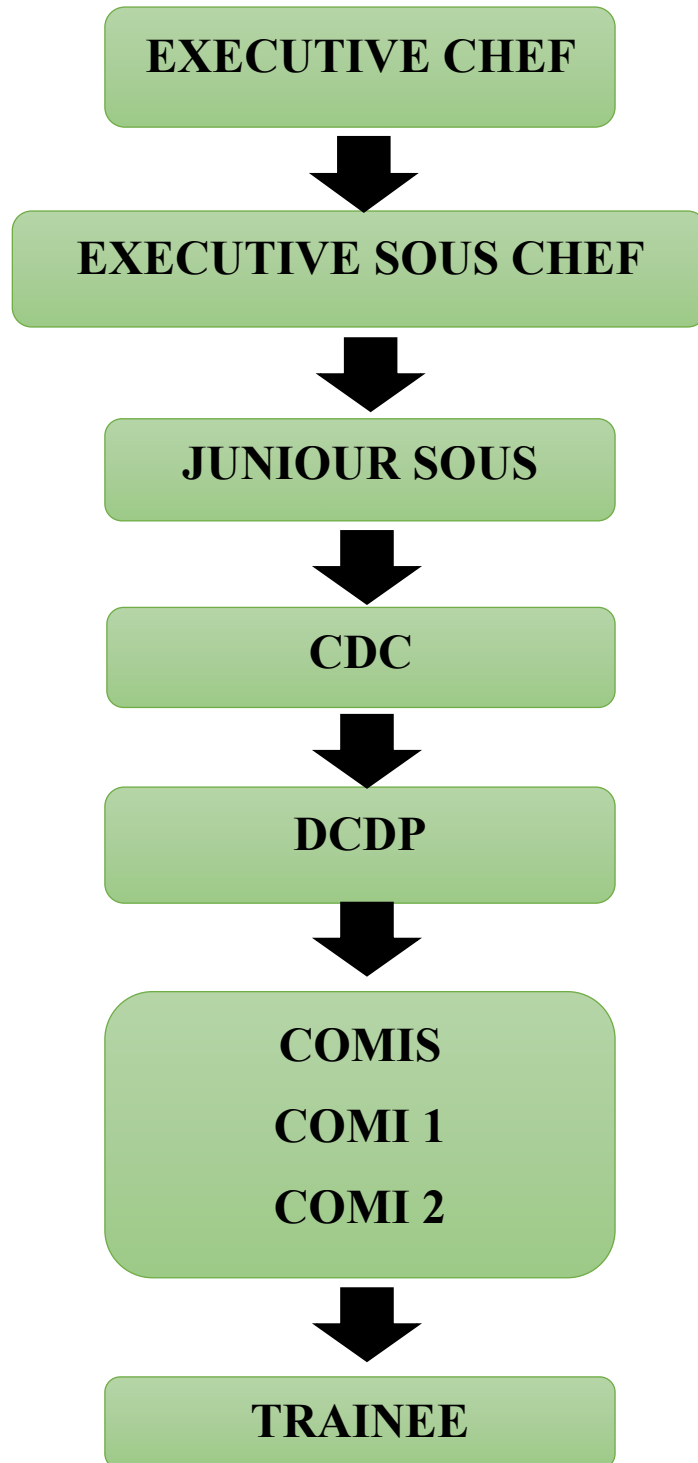
**EXECUTIVE CHEF**  
Chef Shahid



**ASSISTANT GM**  
Santosh Shetty

# **FOOD PRODUCTION:**

## **HIERARCHY:**



FOOD PRODUCTION is one of the major departments in a hotel.

The role of food production or kitchen is to prepare food for the guest. The guests who are staying at the hotel rooms and also for those who are walk-in guests and come to the restaurant to enjoy meals.

### **Different sections in the kitchen:**

- + Asian
- + Continental
- + Indian
- + Tandoor
- + South Indian
- + Pantry
- + Italian
- + Garde manager
- + Butchery
- + Goan
- + Bakery
- + Banquet kitchen

### **WALK- IN:**

- + Vegetable walk-in
- + Fruit walk- in
- + Butchery walk-in
- + Butchery de freezer
- + Garde manager de freezer

During the period of my training, I got the chance to work in 3 sections of the kitchen.

Them being: Continental, Asian and Pantry.

# ASIAN

It's a regional cuisine which covers: central Asia, east Asia, north Asia, south Asia, southern Asia, and west Asia.



Some of the most famous dishes are:

- + Sushi- Korea
- + Dim sim- mamos- China
- + All the chinses items e.g.: chow Mein
- + Kimchi- Japan

In the first 2 weeks of my training, I was in the Asian section where I learned how important mis en place is. Asian is a cuisine where if you don't have your mis en place ready, the kitchen will not function efficiently.





- I learned different **TYPES OF CUTS** of vegetables like:

- + Dice
- + Julien
- + Wedges
- + Shred
- + Slice
- + Dimond
- + Brunoise
- + Chop
- + Rolling cut
- + Paysanne
- + Mira poir
- + Ovel slice

- Different types of **CHOPPING BOARDS AND THEIR PURPOSE:**

- + Green – fruits and vegetables
- + Red – raw meat
- + White – dairy product
- + Yellow – cocked meat
- + Blue – raw fish



- Learned some basic Chinese items like chicken dragon, tempura chicken, chicken hot garlic
- Soups: man chow, wonton chicken soup etc.

- Sauce: peanut sauce and teriyaki sauce.
- Spring rolls: vegetable cigar roll, wonton.
- Sushi: vegetable, avocado and mango sushi and classic sushi
- Dim sum – Momos
- Different types of flours used: tempura- used to coat shrimps, prawns and squids.
- Corn flour- to make slurry (thickening agent)
- New ingredients learned: aromatics, coconut powder, tempura flour.
- Different types of rice: sticky rice, jasmine rice.
- The Asian kitchen was one of the live restaurants in the kitchen where I was exposed to the restaurant and got to see the different types of guests.
- I was introduced to electric wok stove.
- I got a chance to learn how to use a wok and made some breakfast buffet dishes in the morning.

Example: stir fry vegetables

- I also learned different types of mushrooms like shiitake mushroom.

# PANTRY

Pantry was a very interesting place to work. It's a place where you store your food. At Taj pantry also made most of the breakfast dishes.

Most of the prep is done by the night shift.

- **MORNING BUFFET:**

The pantry looked after the cold section which consisted of:

- + Juices both fruit & vegetable
- + Cut fruits
- + Milk shakes
- + Cereals & dry fruits
- + Milk
- + The salad section
- + Cold meat cuts
- + Cheese platter
- + Smoked salmon
- + Yoghurt & Yakut

- **JUICES:**

I learned to use the 2 juice extractor machines one of which was electric and the other was manual.

I used to extract juices of different fruits for both the buffet as well as the Al a cart order.

Juices like- watermelon, pineapple, ABC juice (apple banana & carrot) which was one of the fast sellers & Orange (only al a cart)

Vegetable juices: carrot, beetroot & cucumber mint.

- **CUT FRUIT:**

The fruits that were used for the buffet were cut in cubes.

Watermelon, guava, pineapple, peaches, muskmelon,  
jackfruit(occasionally)

Fruits for the al a cart platter- cut apple, pears, watermelon,  
muskmelon, guava, pineapple, grapes etc

Whole fruits: apple, banana and pears.

- **MILK SHAKE:**

I learned how to make some amazing flavours of milkshakes served  
for both buffet and Al a cart.

Chocolate, strawberry, mango and cold coffee.

- **CEREALS & DRY FRUIT:**

Muesli, cornflakes, whole wheat cereals, granola with dry fruits,  
chochos, loops, oats.

Walnut, almonds, raisins, cashew, figs

Pumpkin seeds, chia seeds, sunflower seeds, flax seeds etc

- **MILK:**

The milk served in the hotel was: regular milk, pasteurized milk,  
almond mild, skimmed milk, soy milk & lactose free milk.



- **SALAD SECTION:**

Lettuce- iceberg, romaine, lollo rosso, arugula and green leafy.

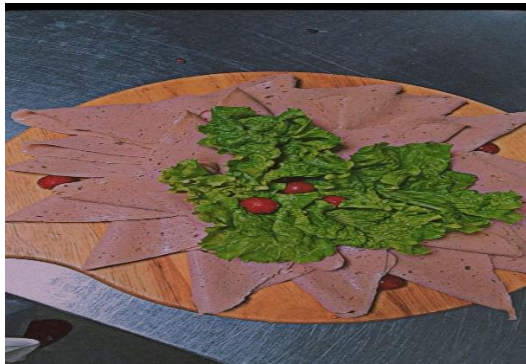
Sliced – onion, carrot, sautéed capsicum, cucumber, tomato, sauteed zucchini.

Sprouts and olives.

Hummus & pita bread

Dressing for lettuce- honey mustard & balsamic.

- **COLD MEAT CUT- salami & ham**



- **CHEESE PLATTER-**

I learned about hard cheese and soft cheese.

On a cheese platter we added the soft cheese like white & yellow cheddar, Brie and Adam cheese.

- **FLAVOURED YOGHURT-**

Plain, blueberry, strawberry, mango

## **DIFFREENT TYPES OF SALADS:**

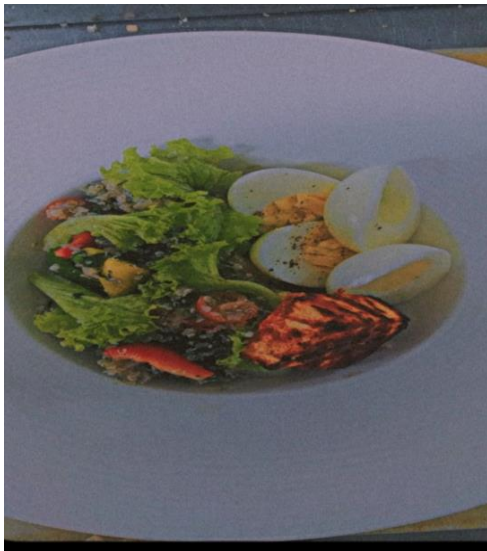
I learned 3 different types of salads-

Green salad- with seasoning and desiring (olive oil)

Feta cheese salad- mix of lettuces, cherry tomatoes, pepper, cucumber, seasoning, dressing and feta cheese.

Quinoa salad: they are made from wheat free seeds called quinoa.

It's made by cooking it and adding the dressing, they also add honey & raisins.



**QUINOA SALAD**

## **SADWICHES:**

American club sandwich was also known as clubhouse sandwich- it's a 3 layered with lettuces, bacon, fried egg and chicken with toasted slice bread.

Coleslaw- its simple sandwich with a mixture of mayo, cabbage, carrot, capsicum, seasoning and vinegar.

Tokasia- it's a simple sandwich with mayo, tomato, cucumber.



**TOKASIA SANDWICH**

## **SALSA-**

Tomato salsa & pineapple salsa

Hero ingredients- tabasco & olive oil – tomato & pineapple.



## **SHRIM COCKTAIL-**

Lettuces, cooked shrimps with cocktail sauce.



Every morning I set the amenities for the VIP guests.

The VIP guests were clarified into 2 types and different bowls and different fruits for each of the categories-

🌈 VIP 1 – 2 apples, a bunch of grapes, 4 bananas, 2 pears, 2 oranges.

🌈 VIP 2 – 1 apple, 2 bananas, 1 pear & a n orange.

It was placed in a specific order with a banana leaf on the side.

We also had the backup for: - Curd – curd rice and Raita

# CONTINENTAL

It's a regional cuisine made and consumed by the European countries.

Dishes of: French, Spanish & Italian cuisine fall under the category of continental food.



The dishes made in this cuisine use **INGREDIENTS** such as-

- + Olive oil
- + Herbs
- + Wine
- + Minimal spices

I did one month on my training in the continental section where I learned the most when compared to the previous 2 sections.

At Taj Tea was made by the continental section-

There I learned something as basic as tea can be so versatile in its own.

How important it to use the correct amount of ingredients in the making of tea.

Example: Tea with sugar, without sugar, ginger tea, cinnamon tea, black tea, strong tea, semi strong etc.



All the other floured tea came in sachets.

Example: assam tea, derailing tea etc.

- **MEAL PLANS:**

- + European plan
- + Continental plan
- + American plan
- + Modern American

In the hotel continental breakfast was added in the room rate

In the continental section breakfast was the most fast operational time.

Where they had a fixed breakfast menu for the A1 a cart.

Which consists of:

- + Bacon
- + Sausages
- + Porridge
- + Baked beans
- + Sautéed vegetables
- + Sautéed mushrooms
- + Grilled tomatoes
- + Parsley potatoes
- + Eggs to order: all types of omelettes, boiled eggs
- + Eggs benedict
- + Eggs florentine
- + Egg royal
- + Poached egg
- + Sunny side up
- + Over easy egg
- + Scrambled egg

## DIFFERENCE BETWEEN EGGS BENEDICT & EGGS FLORENTINE:

The primary difference between eggs Florentine and eggs Benedict is **the addition of spinach**. While eggs Florentine the dish always features a sautéed layer of spinach. Where as eggs benedict has ham in it.



In the breakfast buffet, Continental had a live egg station where all the types of omelettes were made, I got a chance to be on the live counter and serve the guests omelettes they ordered.

## TYPES OF OMELETTES:

- + Chesses omelette
- + Masala omelette
- + Omelette with ham
- + Folded omelette

On the counter we have a waffle and a pancake station as well.

I learned different types of herbs their uses and their importance in each dish.

Rosemary & thyme - added in stock to give it flavour, added in chicken stuffing, while roasting any kind of meat.

## BURGERS:

- + Chicken burger – minced chicken is first cooked on the pan then cooked in the oven with butter and thymy for 7 mins at 170-degree C. The weight of one Patty is 160gms
- + Beef burger- same procedure as chicken
- + Veg burger- coated with Maida & breadcrumbs and then deep fried. The weight of one patty is 180gms.
- + TAJ burger- \*cannot be disclosed\*

**MEAT:** type of meats used for steak- chicken & beef, fish fingers, chicken nuggets, burger Patty- chicken & beef, fish fillet.

## TEMPERATURE OF THE OVEN:

- + 100 degree – 10 mins – stream option
- + 70 degree – 13 mins – half done – cooking (bacon, sausages)
- + 160 degree- 16mins – crispy

Different types of **PASTAS** used in continental:

- + Penne – penne Arabi anta, white sauce penne etc.
- + Fusilli – fusilli with meat sauce, creamy garlic fusilli.
- + Spaghetti- spaghetti carbonara, spaghetti with meat balls etc.



**WHITE SAUCE PENNE**

## • 5 MOTHER SAUCES:

- ✚ Béchamel
- ✚ Velouté
- ✚ Espagnole
- ✚ Hollandaise
- ✚ Tomato.

I was lucky enough that I got to make and learn béchamel, hollandaise and tomato sauce.

The 3 main sauces that were used in the regular setup and fast selling was – bechamel, hollandaise and tomato sauce.

**Bechamel-** the ratio of 1:1:10

Butter flour and milk. Roux is made with butter and flour then milk is boiled with cloves, bay leave injected in an onion with some nutmeg powder. Then added to the roux.

**Tomato sauce-** made by boiling tomatoes, peeling the skin and coking them with oil, garlic and seasonings.

**Hollandaise sauce-** it's a thick sauce made with egg York and butter. It's made with the method emulsification. Then seasoned with salt and pepper.

## SAUCES LEARNED:

- ✚ Butter garlic sauce
- ✚ Lemmon butter garlic sauce



+ Jus- it's a thick roux made with red wine, garlic and stock.

## **SOUPS LEARNED:**

- + Carrot soup- it's a clear soup made with mirepoix.
- + Cream of chicken- made with roux, and chicken stock and cream.
- + Mulligatawny – Indian soup made with lentils.
- + Cream of broccoli- same as cream of chicken but made with broccoli and is vegetarian.



**CREAM OF CHICKEN**

## **MARINATION:**

Grilled chicken, fish and beef –  
garlic, HP sauce, mustard sauce, oil and salt pepper.

# BUFFET RUNNING

- I was one of the buffet runners every morning. And at times for lunch buffet as well.



**BLD**  
**BREAKFAST- LUNCH**  
**& DINNER**

- Roll of a buffet runner:
  - + As a buffet runner I had to be aware of the entire buffet.
  - + For instants the guest asks me ‘where can I find smoked salmon’ I need to guide him to the area of cold cuts.
  - + Check if there are enough backups in the food warmers or the pantry for fruits, milk etc for all the items on the buffet. There were some items which needed to be made on the spot. so, we had to aware of when to ask for the backups from the respected sections.

- + Make sure the food pans are full at all times: we were supposed to refill the items one by one as and when they get half.
- + Cleanliness: we were supposed to make sure that the food pans in the crafting dishes are clean at all times, if not we were support to change the entire food pan and the ladles.
- + Cold section: always make sure the bottles of milkshakes, the decanters of juices are full at all times.
- + Temperature: as the buffet is set up, we had to see for different temperature for hot and cold buffet.

## **BREAKFAST BUFFET DISHES & COUNTERS**

### **COLD COUNTER:**

Temperature: 0- 5 degrees

Cereals, seeds & nuts- these items are stored and maintained by and from the pantry where I also trained for 2 weeks. All these categories are mentioned in the above pages in the Pantry section.

- + milk
- + yoghurt
- + cold cuts
- + juices
- + fruits

- + milk shakes
- + cheeses
- + salad bar

## **HALWAI:**

- + Kachori
- + Indian sweet platter

## **HOT BUFFET**

Temperature: 32- 38 degrees

### **SOUTH INDIAN**

- + Idli
- + Indori poha
- + Upma
- + regular poha
- + Medu vada
- + nilgiri poha
- + Maysore bonda
- + sabudana
- + Aloo bonda dal vada

### **Chutney:**

- coconut chutney
- coriander chutney
- tomato chutney

Continental: as mentioned above all the items that go at the continental counter are made in the continental section. All the items are listed above under continental breakfast.

Example: types of egg preparation etc.

## **BAKERY ITEMS:**

- + Pain croissants
- + Almond croissants

- + Sugar glaze doughnuts & chocolate doughnut
- + Muffins
- + Danish pastry
- + Different types of bread- white slice & brown sliced bread.

## **ASSORTED JAMS**

## **TEA WITH SUGAR AND WITHOUT SUGAR**

## **COFFEE MACHINE**

There was a separate Jain counter in the hot buffet.

## **LIVE COUNTERS:**

- + Dosa counter
- + Egg counter
- + Waffle counter
- + Paratha counter
- + Chole bhature counter
- + Asian wok counter
- + Live frying counter for hot items.

# RECEIVING:

This is one of the most important parts of the function of a kitchen, without which the kitchen will not have the materials required to cook.

Receiving simply means: to receive the raw materials from the receiving point and put them in their respected places with a proper procedure of storing.

- **TYPES OF RECEIVING:**

- + Milk receiving
- + Fruit receiving
- + Vegetable receiving
- + Store pick up
- + Eggs pick up

Milk receiving: this happens in the morning so the morning shift is supports to get a trolley, put the milk in the crats. Take the trolley on to the walk-in and store having FIFO in mind.

## **\*FIFO- FIRST IN FIRST OUT\***

**FRUITS RECEIVING:** happened pre-lunch where we had to go down to the receiving area collect, segregate and pick the fruits to the 2 places a) fruit walk-in- where all the fruits which are supposed to be refrigerated are kept example: apple, pears, grapes etc.

b) fruit room- a room where all the fruits which do not need refrigeration are kept example: watermelon, pineapple etc

following the procedure of FIFO



**VEGETABLE RECEIVING:** this happened in post lunch where we followed the same procedure as that for fruits. And kept them in the vegetable walk in.

Using the procedure of FIFO



## VEGETABLE WALK-IN

## STORE & EGGS PICK UP:

**STORE:** We were given a list of dry items to be picked up from the store. Where we take care of the indent of each kitchen and distribute the same to every section respectfully.



## STORE

TRCC- BLD- BANG- 15.07.2022									
Number	Line	Item	Item Description	UOM	Transaction	Allocated	Requester	Dept	
72189	1	1500077	Green Peas Frozen	KGS	100	✓	BLD-CCG		
72190	2	1602370	Corn Meal 1000 Gms Packet	PKT	100	✓	BLD-CCG		
72191	3	1500089	Onion 1000 Gms Packet	KGS	100	✓	BLD-CCG		
72192	4	1600082	Cashewnut Broken 4 to 6 Pieces	KGS	100	✓	BLD-CCG		
72193	5	1500184	Maggi (Water Medium)	KGS	100	✓	BLD-CCG		
72189	1	1500034	Dal Toor	KGS	100	✓	BLD-CCG		
72189	2	1550122	Oil Sunflower 1 Ltr Packet	PKT	100	✓	BLD-CCG		
72189	3	1300874	Cheese Sliced Amul 200 Gms Packet	PKT	100	✓	BLD-CCG		
72189	4	1550161	Ghee Pure Nandini 1 Ltr Packet	PKT	100	✓	BLD-CCG		
72189	5	1600103	Onion 1000 Gms Packet	KGS	100	✓	BLD-CCG		
72189	6	1702015	Vinegar Synthetic 750 ML Bottle	BTL	100	✓	BLD-CCG		
72189	7	1702090	Pulp Mango 1000 Gms Packet	KGS	100	✓	BLD-CCG		
72189	8	1701634	Mayonnaise Eggless Chef Choice 1000 Gms Tin	TIN	100	✓	BLD-CCG		
72189	9	1304335	Cheese Cheddar Diced Amul 1 Kg Packet	PKT	100	✓	BLD-CCG		
72189	10	1751384	Crush Strawberry Mala's 750 ML Bottle	BTL	100	✓	BLD-CCG		
72189	11	1602052	Jeera Powder MDH 100 Gms Packet	PKT	100	✓	BLD-CCG		
72189	12	1700377	Papad Urad 200 Gms Packet	PKT	100	✓	BLD-CCG		
72189	13	1601849	Masala Chat MDH 100 Gms Packet	PKT	100	✓	BLD-CCG		
72189	14	1701505	Ketchup Tomato Kissan 1 Kg Packet	PKT	100	✓	BLD-CCG		
72189	15	1550008	Oil Mustard 1 Ltr Bottle	BTL	100	✓	BLD-CCG		
72189	16	1703194	Mix Coconut Powder Maggi 1 Kg Packet	KGS	100	✓	BLD-CCG		
72189	17	1500087	Wheatflakes Kellogg's 425 Gms Packet	PKT	100	✓	BLD-CCG		
72189	18	1503949	Rice Basmati Chef Secret Special XI Grain Daawat 10 Kg Bag	NOS	100	✓	BLD-CCG		
72189	19	1701449	Bread Crumbs Panko Imported Japanese	KGS	100	✓	BLD-CCG		
72189	20	1707141	Honey Dabur 1 Kg Bottle	BTL	100	✓	BLD-CCG		
72189	21	1404330	Powder Tea Waagi Bakri Premium Leaf 01 Kgs Packet	PKT	100	✓	BLD-CCG		
72189	22	1601370	Powder Methi MDH 100 Gms Packet	PKT	100	✓	BLD-CCG		
72189	23	1600153	Chilli Whole Kashmiri	KGS	100	✓	BLD-CCG		
72189	24	1601085	Masala Garam MDH 100 Gms Packet	PKT	100	✓	BLD-CCG		

## INDENT

**EGGS:** we had to pick up eggs from the sister of TAJ, Ciudad de Goa get it to the butchery and use the FEFO method to store them.



## **TEAMWORK:**

I learned the importance of teamwork and how without the team, we would anyways get the work done but it felt incomplete even when one individual wasn't there.

I had the best team I would have ever asked to work with.



# TRAIL:

At the end of our training the executive sous chef asked the trainees of GOA UNIVERSITY to give a trail. He said this is to check what have we learned so far and for us to see our capabilities.

The cuisine that was given to me was:

## **\*CONTINENTAL\***

They asked us to make any 3 dishes that i learned from this particular section.

The 3 dishes that I choose were-

Soup- cream of chicken

A breakfast dish- eggs benedict

A main course- grilled fish with lemon butter garlic sauce.



# EXPERICE ABOUT THE TRAIL:

- ✚ I felt the pressure
- ✚ I wasn't too confident about the trial in the biggening but once I got on it the level of confidence increased.
- ✚ I had to get the prep done before hand to have my work run efficiently – so I did.
- ✚ I was happy about my trail, even before presenting it to the chef because I didn't believe that I would present the dishes that I did.
- ✚ The chef's tasted my food and they complemented me on the fish that I made in specific. They also liked the other two dishes that I made.
- ✚ By the end I understood that I am capable of doing what I desire on doing.



# CONCLUTION:

I find myself lucky enough to having worked at TAJ resort and convention centre, Goa. I don't think I would get more exposure to the industry for it being my 1<sup>st</sup> internship in any other property better than Taj.

This internship has not only given me the exposure and knowledge that I needed but it has helped have confidence in myself, I have seen myself getting comfortable around people in a very short span of time because the people around me while my training period were the best people I would ever wish to work with, they gave me the support the push to do more, to learn more.

I learned the importance of communication, because without that nothing in the world works, I am glad that I had good mentors around who asked me questions and when I failed to answer they never made me fell less of myself but instead corrected me in a way the best teacher would.

I learned the importance of teamwork, it's just beautiful to watch everyone help out everyone at times of rush and 'bassard' as they call it. The work environment was not just good but fun and as they say if you have fun in what you do the most difficult thing just gets easier with the right environment around.

I have learned an N number of things while my time there but most importantly I have seen myself grow.

**IN ROOM DINING**

Order No: K00037543

Room No: **9200** PAX: 1

Date & Time: 25/06/2022 3:03 AM

Waiter: RAMIZ ALLAUDDIN BANKAPUR

**A la carte**

---

Qty Description

---

Kitchen: BLD KITCHEN

1 Vegetable burger

---

KOT

**TAJ**  
RESORT & CONVENTION CENTRE  
GDA

TRAINEE'S PERFORMANCE EVALUATION

NAME: SHALAN FRANCIS INSTITUTE: GDA UNIVERSITY

DEPARTMENT: FOOD PRODUCTION

WORK AREA: CONTINENTAL

TRAINING DURATION (In the area): \_\_\_\_\_ WEEKS FROM \_\_\_\_\_ TO \_\_\_\_\_

PUNCTUALITY (No. of times late): \_\_\_\_\_ NO. OF DAYS ABSENT: \_\_\_\_\_

REASON FOR ABSENCE: \_\_\_\_\_

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

Overall comments on the trainee's performance and supervisor's feedback  
Shalan's overall performance was excellent and a hard worker  
she is a fast learner and can do best in  
kitchen. And she will be

Trainee's Signature: SHALAN Department Head: \_\_\_\_\_ Sectional Head: \_\_\_\_\_  
(Please give name) (Please give name)

Marking Criteria			
Excellent	Good	Average	Poor
4	3	2	1

APRAISAL FORM



# THANK YOU.

**COMPILED BY: SHALAN FRANCIS**

**ROLL NO:1926**

**INTEGRATED MBA (HTT)**

**DEPARTMENT: MANAGEMENT STUDIES**

**DATE: 1<sup>ST</sup> AUG 2022**

