

# **TAJ RESORT AND COVENTION CENTRE INTERNSHIP REPORT**



**BY SHERWIN GOMES**  
**1928 – GOA UNIVERSITY**

## **ACKNOWLEDGEMENT**

Firstly, I would like to thank Sir K.G.S Narayanan as the programme director of the Integrated MBA course for giving me the opportunity to complete my 2 months internship training at the Taj Resort and Convention Centre Hotel from 18th May to 15th July 2022. I would also like to sincerely thank my faculty Sir Kevin, Sir Edgar and Ma'am Albino for instilling in me the knowledge of the main working departments and allowing me to provide the best service and learn through the working of the industry standards.

I would also like to genuinely thank the staff and management at Taj Resort and Convention Centre for allowing me to have a fantastic Internship experience and giving me the best understanding of the Hotel industry as I move ahead in my future.

# INDEX

CONTENT	PAGE NO.
Introduction to the Taj Hotels	4
The Taj Resort and Convention Centre	8
Hierarchy of the hotel	11
Functioning of the various departments	12
Taj hotel standards for employees	16
Various Food and Beverage sections BLD BANYAN CLUB LOUNGE IRD BANQUETS	19
My Experience and Learnings	28

## TAJ HOTELS

The Taj Hotels is a luxury chain of hotel under the subsidiary of the **Indian Hotels Company Limited (IHCL)** headquartered at Nariman Point, Mumbai. The company is part of the TATA group, one of India's largest business conglomerates and begun and incorporated by **Jamsetji Tata**. As of 2020 the company operates about 100 plus hotels and hotel resorts, with 84 across India and 16 in other countries.



Jamsetji Tata an Indian industrialist who incorporated the IHCL and founded the TATA group opened its first ever hotel in Mumbai, The Taj Mahal Palace overlooking the Arabian Sea, on 16th December 1903. 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. This hotel was the first structure in the country to have its own electricity which was generated by the great idea of hydroelectricity. The hotel also accustomed the latest technology of American fans, German elevators, Turkish bathtubs and English butlers. Hotel also was top in its innovative spirit to have the first licensed bar, The Harbour bar with a Discotheque and 24 hours of restaurant service. They also were the first hotel to produce its very own aerated bottling beverages.

In 1974, the group opened India's first international five-star deluxe beach resort, **the Fort Aguada Beach Resort in Goa**. This created a beautiful opportunity to the state by attracting a large number of people to the small pearl of India, it allowed the state to be developed and showcased it throughout the entire world. Resort in North Goa near Sinquerim Beach | Taj Fort Aguada Resort & Spa, Goa. A lot of the earlier employees at this hotel were outside the



state and country but with time many locals were given the opportunity and were blessed with the bounty of the hotel industry. They picked up the skills and values required and were in turn able to open up smaller restaurants and service sectors to promote Goa.



Ten Hotels of the Taj Group are members of the Leading Hotels of the world. Two hotels of the Taj Group, Rambagh Palace in Jaipur and Taj Mahal Palace Hotel in Mumbai were ranked in 2013 by Conde Nast Traveler among its Top 100 Hotels and Resorts in the world.

The Taj Resort and Convention Centre is neighboured by a close relative from the IHCL group, **Cidade de Goa** which functions in synergy to provide excellent service and hospitality. **The Fomento Group of hotels and resorts**



has a contract with IHCL to control and handle to respective property. **Anju Timblo is the Managing director and CEO of the hotel**, which consists of 299 rooms with the 300th room being the hospitality

suite. The structure of Cidade de Goa was originally constructed by Charles Correia in 1982. The structure holds many influences of the Portuguese architect with narrow hallways and cozy rooms. The hotel currently in under ongoing renovation and looks to open its gates in the months ahead.

The TATA group derives its core values from the juvenile culture it holds and the TATA code of conduct includes,

- ❖ Integrity – Honesty in its service, customer needs before profits
- ❖ Excellence – Always getting better at what you do and provide
- ❖ Responsibility – Taking up leadership and showing responsibility towards the community
- ❖ Pioneering spirit – Being the first to take the stand and create
- ❖ Unity – Combining efforts to produce best results

The various brands under the IHCL include the Taj, luxury hotels with 47 hotels in 34 locations, its portfolio consists of luxury hotels, resorts, jungle safaris and palaces. Vivanta, upscale hotels with 25 hotels in 20 locations. Ginger, midscale hotels with 45 hotels in 32 locations. SeleQtions, a brand that encapsulates a collection of properties. The Gateway, collection of midscale hotels. Other facilities also include TajSATS which is a airline catering service, Khazana -lifestyle boutique, Jiva – wellness, Salon – beauty.

# IHCL

TAJ

GINGER  
A TATA Enterprise

SELEQTIONS

VIVANTA

**“Tajness is a feeling, and it is the soul of our culture”**

The Taj functions on its most important values to create the best experience. It involves **Trust, Awareness and Joy (TAJ)**

The Taj has a strong ambition towards service, and looks forward to producing it through its various opportunities which include,

- ❖ Its employees
- ❖ Community and environment
- ❖ The group companies
- ❖ Government engagement

**The CEO of the Indian Hotels Company Limited – Puneet Chhatwal**





## TAJ RESORT AND COVENTION CENTRE

The luxurious property with state of the art infrastructure is located at Dona Paula, Goa, at the heart of the central city Panaji. The hotel acts both a venue



for various events as well as a luxury getaway with the hotel situated on the hillside and edge of the sea view's location resulting in a large number of sea facing rooms and suites providing for phenomenal views.

The opulent vertical resort consists of 299 rooms and exudes elegance and size from its elevation atop. It stands bold and generously and adjacent to its sister hotel, Cidade de Goa. The hotel is a blend of enviable spaces and modern design, vertical gardens and an elegant fountain. The lobby sweeps in the Arabian Sea, the boldness of Goa in the form of a suspended boats hull.



Step into the vistas, beginning with the lobby with a grand view of the Arabian sea, wish waves crashing against the shore with the coconut trees swinging with the breeze and providing the authentic Goan experience. Find a resort full of resources in you look around. The BLD, a multicuisine restaurant open for breakfast, lunch and dinner; located to the left of the entrance. An excellent place to park yourself for the sun and sea is on the spacious outside deck of the BLD restaurant; The Alfresco. The resort's eat-bar, The Banyan, which derives its name from a 200 year old Banyan tree that serves as a landmark in the resort. The bar fills up the room with a earthy ambiance to feel relaxed and a part of nature. The C2C provides

a gorgeous oceanfront view together with coastal food from all over the world. A 25 m lap pool maintains the atmosphere for a casual and relaxing activity on



a sunny day. The hotel also holds a Kids club for all youngsters to enjoy their stay at the hotel, this club also provides parents with caretakers so everyone is able to enjoy a fantastic

vacation. The focal point of the hotel is the conference venue being the largest inventory in Goa with a private entrance and multiple leisure rooms. With 282 rooms and 17 themed suite rooms the hotel also has a 24-hour Club Lounge for

all club members to experience a good view with delicious food. The hotel also constitutes of a gym on the ground level floor to get that exercise in and feel on top of your game. The hotel has a total of 7 floors with



a ground and underground base floor, along with a terrace that decks an infinity pool. The view captures the wide angles of the city of Panjim and allows for a sweet relaxing time. Take a moment to also enjoy a rejuvenating session at the Jiva Spa or even better at the resort's 40 seat theatre room.

The stay at this hotel is almost unfathomable with its auspicious resources and genuine and best service. The hotel provides everything you could ever ask for to enjoy a fruitful vacation with your loved ones or also by yourself.

## **Hierarchy of Taj Resort and Convention Centre**

### **Senior Vice President & General Manager**

Vincent Ramos

### **Hotel Manager**

Santosh Shetty

### **Front Office Manager – Bipul Vishal**

### **Executive Chef – Md Hussain**

**Sous Chef – Melroy D'souza**

### **Director of Food and Beverage – Srinivas Reddy**

**Deputy Director of Food and Beverage – Amit Kesari**

### **Banquets Manager – Narayan Das**

### **Housekeeping Executive - Dabora**

**Director of Sales and Marketing – Karan Godhwani**

### **Director of catering sales – Anish Zachariah**

### **HR Executive – Sangeeta Khatri**

### **Learning and Development Manager – Valentine Athaide**

### **Stewarding Manager – Pramod Desai**

## FUNCTIONING OF THE VARIOUS DEPARTMENTS

As I interned in the FnB department, I also came across the few functions of the various departments in the hotel. Below is a short description of the duties of each department.

The duties mentioned below are not all the specific or in-depth duties performed by the respective departments, but a general overview of the departments that I have personally come across.

### ➤ FRONT OFFICE

- Handling guests on arrival and departure
- Handling guests complains
- Handling reservations and special guests needs
- Welcoming guests to the hotel, handling luggage and escorting guests to the room
- Familiarising guests with the various services provided by the Hotel
- Picking up guests from the airport or desired location
- Solving guests' queries

### ➤ FOOD AND BEVERAGE

- Providing the best food and beverage service to all guests visiting the various restaurants as well as in room dining
- Handling guests complains
- Interacting with guests and solving queries
- Reserving tables and organising special guests' arrangements
- Have in depth knowledge about the Food and Bar menu

➤ **FOOD PRODUCTION**

- Providing delicious food as per guests' requirement at given time
- In depth knowledge about the ingredients present in the food to handle guests' queries
- Arranging food for different services; buffet, hi tea, ala carte
- Setting up new menus and setting special courses for guests

➤ **HOUSEKEEPING**

- Attend guests' rooms for cleaning and maintaining the hygienic upkeep
- Provide clean Linen to guests as well as the different departments of the hotel
- Sweeping and Mopping at the various hotel departments
- Handling guests complains from rooms, Pest Control
- Provide staff with tools to hold good hygiene
- Provide clean uniforms to Interns, ODCs and Hotel Staff

➤ **KITCHEN STEWARDING**

- Handling pot wash area, providing clean crockery and cutlery to the service departments
- Responsible for sweeping and mopping back area and maintaining hygiene
- Responsible for taking out garbage in garbage bags from the different departments and replacing with a clean garbage bag



➤ **SALES AND MARKETING**

- Handling Recieve guests
- Upselling the various services and products of the hotel
- Answering guests queries and organising events, cooperate meetings, weddings with the help of respective heads
- Understanding the functioning of the entire hotel and familiarising potential guests with the entire hotel
- Making sure special guests have the required facilities and special requests
- Budgeting the profits and loses of the hotel

➤ **HUMAN RESOURCE**

- Ensuring good work environment and satisfied staff at the hotel
- Handling new recruits and salaries
- Providing locker rooms and handling staff queries
- Creating and organising fun activities for staff on special holidays and celebrations
- Rewarding employees for exceptional work

➤ **LEARNING AND DEVELOPMENT**

- Handling new recruits and interns
- Familiarising them with the hotel policies and its functioning
- Familiarising them with hotel and food safety requirements, detecting food and appliance hazards
- Responsible for hosting induction for all new recruits
- Providing guides to help understand job requirements

➤ **ENGINEERING AND MAINTENANCE**

- Handle all electric appliances and make sure everything is safe to use
- Constructing various structures for different purposes; rains, events, weddings
- Maintenance of rooms and different areas of the hotel

➤ **SECURITY**

- Checking the entry and exit of guests
- Supervising entry and exit of various vehicles
- Providing first aid for emergency purposes

## **The foundations for every employee working at Taj**

### **❖ APPEARANCE**

- Professional
- Formal in accordance to etiquette
- Follow procedure
- Professional pride
- Personal affection

### **❖ GROOMING**

#### Boys

- Neat appearance, clean uniforms
- Clean shaved
- No accessories, only leather / metal belt watches
- Neat haircuts, no long or coloured hair
- Oxford shoes for service, Boots for kitchen and stewarding
- Neat fingernails

#### Girls

- Neat appearance, clean uniforms
- No accessories, only watch
- Hair tied in bun if length below shoulders
- Very short haircuts for girls not preferred
- Full black shoes
- Neat fingernails, only nude colour nail polish allowed

## ❖ GESTURES

- 55% Body language                      38% voice tones                      7% words
- Posture
- Fast service but slow controlled movements
- Avoid distractions
- Space you control
- Open body language
- Smile

### **It all matters on how you look when it counts**

#### ❖ The 5 key Taj attributes to provide best hospitality:

- Be an Artist (through whatever job is assigned, do it with passion and love. Show others you are proud by your skill and art)
- Be Mind readers (provide the best form of anticipatory service)
- Know the business that you're doing (Familiarise with all the aspects in your department or surroundings)
- Be obsessed with every detail
- Be genuine and spontaneous

**The Food and Beverage department constituted of the following various sections:**

**❖ BLD (Breakfast, Lunch and Dinner)**

- Main restaurant of the hotel
- Divided into 4 sections ( Section A, Section B, Section C, Section D)
- Served breakfast buffet ( 8: 00 am – 10: 00 am)
  - i) South Indian and North Indian breakfast
  - ii) American breakfast
  - iii) Continental breakfast
  - iv) Coffee/Tea
- Served afternoon lunch buffet ( 12: 30 pm – 3: 30 pm)
  - i) Served brunch at special requests
  - ii) Desserts
- Served Night buffet (7: 00 pm – 10: 30 pm)
  - i) Desserts
  - ii) Soups
- The various food produced were from the following sections:
  - a) Indian cuisine section
  - b) Tandoor section
  - c) Continental cuisine section
  - d) Asian cuisine section
  - e) Goan cuisine section
  - f) Pantry – Salads, Sandwiches, Shakes, Fresh Juices
- The guests were allowed to select from an ala carte menu with varied choice
- Special requests for particular foods were taken by the assistance of head chefs of each section
- Hi Tea services for large groups on scheduled days



- Birthday parties and special occasions as per reservations made
- Outdoor seating (Alfresco)
- Buffet service

**i) Breakfast : 1200 Rs. + 18% tax**

**ii) Lunch/Dinner : 1800 Rs. + 18% tax**

**iii) Kids : half price**

## • STAFF OPERATIONS

- Set the side board of each section for easy flow of service. (Mis en place)  
(AP fork, AP spoon, AP knife, Dessert spoon and knife, Napkins, Dinner plate, Side plate, Water goblets, Chinese condiments, Italian condiments, BLD menu and BANYAN bar menu, paper tissues, notepad and pencils)
- All guests' tables should be set up as per given standards with water jug
- Hostess desk at BLD restaurant should be aware of reservations, special guests, special occasions, inhouse guests and inform the BLD managers
- Food set up for buffet service should be done on time, all service cutlery, food name tags, juice dispensers should be set up. BLD staff need to be well aware of the various dishes present on the buffet counter
- Minimum 3 wait staff at each section of the restaurant with Managers and supervisor's supervision
- Knowledge of BLD Ala carte menu and BANYAN bar menu
- Service and clearance

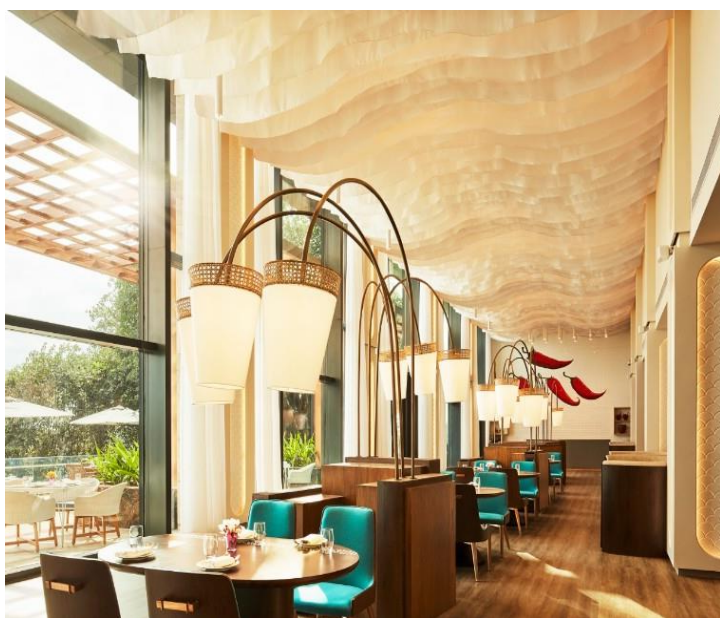
## BLD RESTAURANT



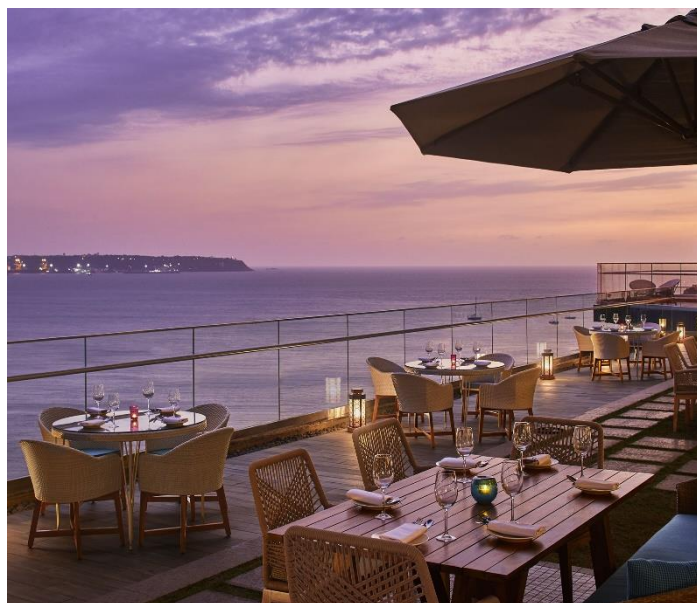
## BLD RESTAURANT



## BLD RESTAURANT



## BLD ALFRESCO



## ❖ **BANYAN BAR**

- Main bar of the hotel
- Served alcoholic and non-alcoholic beverages
- Served guests food from Ala carte menu
- Special guests' requests were taken by the assistance of head chef of each section
- Served breakfast buffet
- Served Jain buffet in case of higher Jain guests list (Groups)
- Hi Tea service on scheduled days for all inhouse guests
  - i) **Hi Tea price: 650 Rs + 18% tax**
  - ii) **Kids: Half price**
- Happy hours for club guests from 6:00 pm – 7:00 pm
- Outdoor seating (Bar Alfresco)

## • **STAFF OPERATIONS**

- Set the side board of each section for easy flow of service. (Mis en place)
- (AP fork, AP spoon, AP knife, Dessert spoon and knife, Napkins, Dinner plate, Side plate, Water goblets, Chinese condiments, Italian condiments, BLD menu and BANYAN bar menu, paper tissues, notepad and pencils)
- Hostess desk at BLD restaurant should be aware of reservations, special guests, special occasions, inhouse guests and inform the BLD managers
- Guests' tables only set up when guests are seated and order is placed
- Hi Tea set up when scheduled
- Set up of votive candles for dinner service
- Knowledge of BLD Ala carte menu and BANYAN bar menu
- Service and Clearance







## ❖ CLUB LOUNGE





### ❖ **IRD (In Room Dining)**

- Room service to all inhouse guests
- Service from BLD restaurant menu for food orders
- Service from BANYAN bar for drinks order
- Food is picked up from Main kitchen; Drinks are picked up from BANAYAN bar
- Service of cigarettes to all guests in the hotel
- Packaging of parcelled guests' food

### • **STAFF OPERATIONS**

- Mis en place for all required crockery and cutlery
- Trolleys set up for room service
- Service at guests' rooms, special request on pre set

### ❖ **BANQUETS / EVENTS**

- Set up and preparations of all the inhouse events of the hotel
- Pre-planned food service to scheduled groups
- Weddings, conferences, casual events, parties

### • **STAFF OPERATIONS**

- Setting up all requirement for scheduled events
- Service and clearance

## ❖ BANYAN BAR MENU

WINE BY GLASS			RED WINE			WINE BY BOTTLE		
SPARKLING WINE			CHAMPAGNE AND SPARKLING WINE					
BRUT	Ti Amo Prosecco, Italy	950	CABERNET SAUVIGNON	Domaines Barons De Rothschild Lafite, Chile	3500	VINTAGE BRUT	Muet & Chandon 'Dom Perignon', France	27500
	Sula Vineyards, India	600	MERLOT	Blackstone, California	4000	BRUT	Muet & Chandon Brut Imperial, France	16500
WHITE WINE				Cono Sur Pinot Noir, Chile	3000		GH MUM, France	10500
CHARDONNAY	Blackstone, California	750	PINOT NOIR	Robert Mondavi, California	8500		Ti Amo Prosecco, Italy	4500
	Jacob's Creek, Australia	650		Terraviva, New Zealand	4250		Chandon, India	3900
SAUVIGNON BLANC	Terraviva, New Zealand	750		Cono Sur, Chile	3750		Sula Vineyards, India	3750
	Sula Vineyards, India	550		Villa Maria Cellar Selection, New Zealand	2750			
CHEVRE BLANC	Lutville, South Africa	550	PINOTAGE	Niel Joubert, South Africa	3250	ROSE	Muet & Chandon Brut Imperial, France	13950
	Sula Vineyards, India	550	GAMAY	Joseph Drouhin Beaujolais Village, France	3500		Yellow Tail, Australia	4250
RIESLING	Hardy's, Australia	650	TEMPRANILLO	Charosa Vineyards Reserve, India	4500		Chandon Brut, India	3950
VIOGNIER	Charosa Vineyards, India	550	CORVINA	Valpolicella, Italy	3500	WHITE WINE		
RED WINE			BARBERA	Gavi DOCG Ricossa, Italy	4500	CHARDONNAY	Blackstone, California	3500
CABERNET SAUVIGNON	Lutville, South Africa	400	SANGIOVESE	Fratelli Vineyards, India	3000		Tazapaca Piratas, Chile	3000
MERLOT	Blackstone, California	850	REGIONAL BLENDS				Jacob's Creek, Australia	3000
	Sula Vineyards, India	550	CABERNET SHIRAZ	Jacob's Creek, Australia	2750		Golden Mile, Australia	2750
PINOT NOIR	Terraviva, New Zealand	900		Golden Mile, Australia	2750		Yellow Tail Casella Estate, Australia	2750
	Cono Sur, Chile	800		Sula Vineyards, India	2500		Fratelli Vineyards, India	2500
PINOTAGE	Niel Joubert, South Africa	700		Grover Vineyards, India	2500	SAUVIGNON BLANC	Robert Mondavi Private Selection, California	8500
TEMPRANILLO	Charosa Vineyards Reserve, India	900		Charosa Vineyards, India	2250		Terraviva, New Zealand	3500
CABERNET SHIRAZ	Jacob's Creek, Australia	600	CABERNET MERLOT	Chateau De Parenchere Bordeaux, France	3500		Sula Vineyards, India	2500
	Sula Vineyards, India	550		Hardy's, Australia	3500		Four Seasons, India	2500
ROSÉ WINE			CABERNET FRANC SHIRAZ	Fratelli Vineyards, India	2750		Kandara Vineyards, India	2250
ZINFANDEL	Sula Vineyards, India	550	ROSÉ WINE			RIESLING	Hardy's, Australia	3000
			CHENACHE CIGAL	Tavel Gignat, France	7250	SOAVE	Bertani, Italy	4000
			ZINFANDEL	Sula Vineyards, India	2500	PINOT BLANC	Domaines Schlumberger Les Princes Abbes, France	3250
						VIOGNIER	Charosa Vineyards, India	3000

SPIRITS			BEER			BLENDED SCOTCH WHISKY		
APERITIF			IMPORTED			AGED 8 YEARS		
BITTER	Campari	345	LAGER	Corona Extra	495		Johnnie Walker Red Label	350
VERMOUTH	Martini Extra Dry	345		Asahi Super Dry	475		180 Pipers	325
	Martini Rosso	345	INDIAN WHEAT	Bira White	350		Teacher's Highland Cream	295
	Martini Bianco	345		Bira Blond	325	AGED 12 YEARS	Johnnie Walker Double Black Label	545
VODKA			LAGER	Heineken	325		Chivas Regal 12 Years Old	495
WHEAT	Grey Goose	475		Kingfisher Premium	250		Johnnie Walker Black Label	425
	Absolut	345	PALE LAGER	Budweiser	350		Ballentine's 12 Years Old	345
	Ketel One	325		Kingfisher Ultra	275		368 Rare	325
RYE	Belvedere	495	PILSENER	Carlsberg	275	AGED 15 YEARS	Chivas Regal 15 Years Old	545
GRAPE	Ciroc	425	COCKTAILS			AGED 18 YEARS	Chivas Regal 18 Years Old	725
RUM			SCOTCH WHISKY	Rusty Nail	650	AGED 21 YEARS	Royal Salute 21 Years Old	1245
WHITE RUM	Bacardi Carta Blanca	325		Old Fashioned	650	AGED 25 YEARS	Johnnie Walker Blue Label	1750
GOLD RUM	Captain Morgan	275		Whisky Sour	650	OTHER WHISKY		
DARK RUM	Old Monk	225	VODKA	Screwdriver	650	TENNESSEE	Jack Daniel's Old No. 7	425
				Caipiroska	650	IRISH	Jameson	425
GIN			SPARKLING WINE	Mimosa	650	BOURBON	Jim Beam	400
DISTILLED GIN	Hendrick's	525		Bellini	650			
LONDON DRY GIN	Monkey 47	495	GIN	Negroni	650			
	Bombay Sapphire	395		Ginlet	650			
	Beefeater	345	TEQUILA	Classic Margarita	650			
	Gordon's	325	VODKA/GIN	Classic Martini	650			
TEQUILA				Dirty Martini	650			
BLUE AGAVE			RUM	Daquiri	650			
BLANCO	El Charro Silver	325		Long Island Iced Tea	650			
	Camino Blanco	275		Mojito	650			
REPOSADO	Camino Gold	350		Pina Colada	650			
	El Charro Gold	350						

# BLD (BREAKFAST, LUNCH AND DINNER) MENU

## ALL DAY MENU

11:00 AM to 11:00 PM

### SOUP

- Roasted mushroom and garlic soup 525  
180 ml | 293 Kcal
- Tomato basil soup 525  
180 ml | 305 Kcal | Herb crouton
- Hot and sour chicken soup 595  
185 ml | 79 Kcal | With black jelly fungus, shitake, tofu and chunking vinegar
- Vegetarian option available 525  
180 ml | 35 Kcal
- Sweet corn chicken soup 595  
185 ml | 49 Kcal | Creamy corn and chicken soup with egg drop
- Vegetarian option available 525  
180 ml | 26 Kcal

### SALAD

- Mixed leaves salad 595  
120 gms | 133 Kcal | Cucumber, tomatoes, olives, red onions, feta and greens, lemon garlic dressing
- Caesar salad 695  
160 gms | 104 Kcal | Lettuce with shaved reggiano and garlic croutons, roasted chicken

### APPETIZERS

- Kebabs selection 795  
220 gms | 519 Kcal | Assortment of tandoori morsels-marinated fish, chicken and lamb, mint chutney
- Chicken satay 695  
190 gms | 274 Kcal | Peanut sauce, pickled vegetables
- Gol gyon 595  
180 gms | 212 Kcal | Rice paper rolls with lettuce, chiffonade of vegetables, roasted peanuts and sweet chili
- Vegetarian kebabs selection 645  
200 gms | 330 Kcal | Assortment of tandoori morsels of paneer, broccoli and potatoes, mint chutney

## BURGER, SANDWICH AND WRAP

- Vegetable burger 595  
220 gms | 406 Kcal | Crisp fried patty of soy nuggets, potato and spring vegetable burger, jalapeno and cilantro, tomatoes and balsamic onions, house salad and fat chips
- Taj burger 695  
220 gms | 359 Kcal | Tenderloin burger patty, cheese, tomato, cucumber, onions, fried egg, sesame seed crusted bun, house salad and fat chips
- Chicken burger 695  
220 gms | 308 Kcal | Rosemary and garlic scented chicken burger patty, cheese, tomato, cucumber, onions, fried egg, sesame seed crusted bun, house salad and fat chips
- Club sandwich 695  
250 gms | 923 Kcal | Choice of toasted sandwich-brown multigrain | white bread, Ham, roasted chicken mixed salad, bacon, fried egg, cheese, tomato, lettuce and cucumber, house salad and french fries
- Vegetarian option available 595  
220 gms | 374 Kcal
- Paneer bhoji roll 595  
200 gms | 392 Kcal | Tandoor cooked cottage cheese rolled in flaky Indian bread, pan grilled, laccha onion and mint chutney

## PASTA

- Penne aglio olio e peperoncino 695  
220 gms | 550 Kcal | Garlic, chili flakes and herbs
- Fusilli Alfredo 695  
220 gms | 563 Kcal | Creamy mushroom sauce, thyme
- Spaghetti seafood 795  
220 gms | 634 Kcal | Fish, prawns, calamari and fresh garden thyme, basil tomato sauce

## GOAN SPECIALTIES

- Nustache haddi 795  
220 gms | 371 Kcal | Goan fish curry
- Kombdechim xacuti 795  
220 gms | 413 Kcal | Goan chicken specialty, roasted spices
- Tarbarachem hoomand 695  
220 gms | 395 Kcal | Traditional mixed vegetable coconut curry
- Kaju and mushroom peas xacuti 695  
220 gms | 209 Kcal | Button mushroom, cashew nuts and peas cooked in traditional blend of roasted ground spices and coconut
- Goan dal masala 595  
220 gms | 289 Kcal | Yellow lentils tempered with curry leaves, mustard seeds and red chilies
- Goan rice 395  
220 gms | 231 Kcal | Par-boiled unpolished rice from the local fields

## RICE, NOODLES AND ASIAN STIR-FRIES

- Yong chow fried rice 595  
220 gms | 500 Kcal | Ham, chicken and prawns
- Vegetarian option available 525  
220 gms | 428 Kcal
- Hokkaido noodles 645  
320 gms | 550 Kcal | Longevity noodles, seasonal vegetables, chicken and Arabian sea prawns
- Vegetarian option available 525  
220 gms | 437 Kcal
- Kung pao chicken 695  
220 gms | 636 Kcal | Sichuan peppers, onion, button mushrooms, shitake, black jelly fungus, carrot, scallions, peas, chili sauce
- Stir fried pork 795  
240 gms | 994 Kcal | Peppers, onion, button mushrooms, shitake, black jelly fungus, carrot, scallions, Sichuanese peppercorn sauce
- Thai chicken red/green curry 795  
220 gms | 510 Kcal | Red and green curry, Traditional Thai curry, chicken, jasmine rice
- Vegetarian option available 695  
220 gms | 415 Kcal | Red Curry | 408.5 Kcal | Green Curry
- Wok fried vegetables 625  
220 gms | 390 Kcal | Stir-fried with soy, scallions and roasted garlic
- Mapo tofu 625  
220 gms | 623 Kcal | Peppers, button mushrooms, shitake and dry chili

## COMFORT MAINS

- Kadhai vegetables 695  
220 gms | 259 Kcal | Pan tossed vegetables, tomato, onion, roasted spices
- Pav bhaji 595  
220 gms | 346 Kcal | Soft buttered bun, spicy vegetable curry and onion salad
- Paneer tikha butter masala 695  
220 gms | 252 Kcal | Cardamom flavored tomato sauce and sun-dried fenugreek leaves
- Dal makhani 595  
220 gms | 400 Kcal | Overnight simmered black lentils, double cream, mild spices and butter
- Dal tadka 545  
220 gms | 168 Kcal | Yellow lentils, turmeric, golden brown garlic, cumin and coriander
- Curd rice 345  
180 gms | 244 Kcal | Tempered curd and rice preparation, papad and pickle
- Butter chicken 795  
220 gms | 526 Kcal | Tandoor cooked chicken in cardamom flavored tomato sauce, butter and sun-dried fenugreek leaves
- Mutton roganjosh 795  
220 gms | 238 Kcal | Traditional preparation, whole spices
- Dum mutton/chicken biryani 795  
250 gms | 1189 Kcal | 895 Kcal | Saffron, brown onion, mint, spiced yoghurt, coriander and pickle
- Vegetarian option available 695  
220 gms | 500 Kcal

## SIDES

- Steamed rice 195  
200 gms | 209 Kcal
- Raita 195  
120 gms | 102 Kcal
- Indian breads 195  
Phoolka 45 gms | 132 Kcal | Garlic Naan | 30 gms | 126 Kcal | Laccha Paratha 30 gms | 103 Kcal | Roti 30 gms | 85 Kcal | Naan 30 gms | 107 Kcal
- French fries/potato wedges 225  
220 gms | 1425 Kcal | 1395 Kcal | 888 Kcal

## SWEET EATS

- New York style cheesecake 425  
120 gms | 141 Kcal | Creamy baked cheesecake with digestive cookie base, hint of lemon
- Chocolate eclair grey marquis 625  
25 gms | 197 Kcal | Milk chocolate ganache infused with eclair grey tea
- Choice of icecream 325  
240 gms | 217 Kcal | Vanilla, 47% Kcal | Butterscotch, 307 Kcal | Chocolate
- Gulab jamun 385  
80 gms | 227 Kcal | Reduced milk dumplings in cardamom flavored sugar syrup
- Goan sweet puffed 645  
107 Kcal | 40 gms | 1600 Kcal | 50 gms | Serradura 75 gms | Bebinca

**List of Allergens**

As per the guidelines issued by Food Safety & Standards Authority of India (FSSAI), an average active adult requires 2000 Kcal of energy per day. However, the actual calories needed may vary per person. Kindly inform us if you are allergic to any food ingredients. All prices are in Indian Rupees and subject to Government taxes.

Vegetarian    Non-Vegetarian

## **MY EXPERIENCE**

I followed my internship training in the BANYAN bar for 2 months. The allotted time gave me a deep knowledge into the functioning of the bar and the various services carried out, given below is a list of duties, bar knowledge and my personal experience working here as an intern.

### **• BAR EQUIPMENTS**



- Bar spoon
- Strainer
- Jiggers of 30 ml / 60 ml
- Muddler
- Boston shakers
- Cobbler shaker
- Tongs
- Tasting spoon / straw
- Opener
- Ice bucket
- Wine chiller



- **BAR SETUP**

- Alcoholic bottle brands displayed on bar display rack and bar counter
- All bar equipment washed and sanitised for use
- Mis en place of both sideboards for smooth flow of service  
(Cutlery, crockery, napkins, water goblets, Chinese condiments, Italian condiments, BLD menu and BANYAN menu, sugar caddy, cruet set, water bottles)
- Ice bin stacked with required amount of ice
- Garnish for various drinks prepared
- Lime juice and sugar syrup preparation for smoother flow of service
- Fridges restocked with required drinks
- Sugar caddy restocked with required sugar sachets
- Cookies for coffee re stocked
- Wiping cloth pickup from hotel laundry
- Coffee machine washed and ready for service
- Cocktail napkins and Food napkins folded as per bar standards
- Glasses racked and wiped

- **BAR SETUP AT NIGHT**

- Votives set up on all tables
- Side boards re stocked for smooth flow of service
- Garnish re stocked
- Projector projecting sports matches



- **BAR SETUP FOR HI TEA**

- Cutlery and crockery placed on table counter
- Juice glasses for juices and shakes / cutting glasses for chai/tea
- Juice dispensers and tea dispensers set up along with stands and fuel cans
- Tissues neatly folded for hi tea operations
- Hi tea snacks pickup from main kitchen, banquets kitchen and bakery
- Food arranged on counter 2 with appropriate lightings
- Jack tray and jack stand made available for smoother flow of service
- Coffee machine re stocked and adjusted
- Tea table set up with water bottles for smoother flow of service



- **BAR SETUP FOR BREAKFAST**

- Breakfast setup is done as part of bar closing for smoother flow of breakfast service
- All covers set up with bnb plate along with AP fork, AP knife and AP spoon into napkin with pocket fold
- Sugar caddy placed on all tables

- **BAR CLOSING**

- Displayed bottles kept in storage
- Garnish disposed into garbage bins
- All bar equipment washed and sanitised
- Bar counter wiped clean
- All accounts calculated and submitted at required department
- Guests' tables wiped and set up for morning service
- Used glasses washed and wiped clean
- Bar counter made empty by storing all items into storage

- **INVENTORY CHECKLIST**

- Every day the inventory of the bar is checked and listed
- Needed items are registered into the system and a special request for the items is created
- All the listed items are picked up through the process of store pickup by one or two staff members from the main pickup point
- Items are got back to the hotel and stored in a special room (Store 81) in uniform manner for easier pickup from bar

## **PROCEDURE FOR GUESTS ORDER TAKING**

- Greet guests with appropriate greetings and seat them at their seats  
(Reservation guests already have their tables reserved)
- Produce the guests with water and the BLD food menu and BANYAN bar menu
- Give guests time to decide, approx. 5-10 mins
- Ask guests if they are ready to place their order
- Answer any guests query regarding the service of food and drinks
- Suggest meals or upsell
- Take down guest order and punch the KOT into POS system
- Food pickup from main kitchen in 5 mins for appetizers and 15 mins for main course
- Drinks prepared at bar and pickup in 2-3 mins
- Serve guests with drink first, serving the lady at the first (if any)
- Service from right hand side of the guests
- Only silver service from left hand side
- Order taking in this format
  - i) Drinks
  - ii) Appetizers
  - iii) Main course
  - iv) Desserts
  - v) Coffee/Tea
- Guests feedback on food served to them, feedback should be taken in between meals or at the end of service
- Produce guests with check for payment and ask the guest how he/she would like to make the payment
- Payment completed
- Wish guests a good rest of the day and regards to seeing them soon

The BANYAN bar not only helped me fulfil my desire of learning the in and outs of the food and beverage department but it also created a new desire and interest within me towards the bar. It allowed me to learn something new everyday whilst also allowing me to gain good amount of knowledge about the the different cocktail preparations as well as refresh my fnb knowledge.

I remember my first day at the bar very vividly, it is almost like it happened in the last week. After 2 long days of our induction and getting to know about the hotel and its principles in carrying out its various functions, Sir Amit Kesari, the fnb director of the hotel guided us to our various departments. Mr. Amit is the sweetest person I met during my internships at the Taj hotel. He spoke mostly in Hindi and always begun giving instructions by saying “Beta”. He was a man with genuine care and good knowledge. As we all aligned towards the back area of the restaurant, through the doors I looked at the chaos of guests while the fnb wait staff cleared and performed their duties with precision. I still remember looking through those doors and feeling a sense of panic as I felt unready. I believed there to be a briefing as to what each of us would do that day and what was required from all of us, instead each of us were only asked what our names were and immediately dumped into the department of our allotment and required to learn on the job. This was not done because they did not care about the interns, but that day the hotel hosted a wedding and everyone was too busy to allow us a smooth welcome into the fnb department. When I heard by name being called out, Sir Amit took a good look at me and said “follow me Beta”, and guided me to the BANYAN bar. Along the way I could the familiar staff looking at me almost as if I was an alien to that place, but their return smile towards me made me feel welcomed as much as I would have like to. As I reached the BANYAN bar, I was introduced to Sir Krishna, the supervisor at the bar. I told him my name and he said, I wish I could allow you to just watch the functioning of the bar, but we are busy today and we require

your help. Almost uncertain and afraid, I was left with no choice but help my team through the busy day. The bar was packed with FITs as well as wedding guests, Sir Krishna only allowed me in assistance towards clearing and serving the wedding guests with chai and breakfast. As I stood there monitoring all the tables, a staff I never met came up to me and told me I had to serve breakfast to a table, taken by surprise I was completely unconfident with my abilities and went and told Sir Krishna about my first duty. He told me politely that the wedding guests don't really care about the type of service you do as long as their food is on the table. Taken with confidence I served my first meal at the bar to a nice elderly couple.

The first part of the day only involved me majorly clearing tables and clearing the jack tray when it was full. At around 1:15 I was allowed to take my lunch break and I looked forward to meeting my fellow college mates and telling them about my first-hand experience. The cafeteria at the hotel served a pretty decent meal with rice/bread for carbs, fish/chicken/eggs for protein (each day had a different option), daal/curry, salad and fruit. On lucky days we had the option of dessert and juice. I met some of my college mates and told them about my experience and they did too, it wasn't much of work but my legs were already beginning to ache.

After lunch I went back up to the bar and I hoped for lesser crowd so that I could feel well adjusted and slowly begin to fit in. unfortunately that wasn't the case as the wedding group had hired an out of hotel bar to carry their services throughout the wedding. This only gave me the opportunity to visit the banquet kitchen and pick up crates of fresh glasses and provide them to the bar men for smoother flow of service. I believed that to be my only job through the evening but that didn't seem to be the case, I was immediately asked to assist in the BLD section for buffet lunch service for the wedding guests. As I arrived there I was assisted by another staff to serve guests with their preferred buffet

requirements. Once guests had been done with their food, I was asked to clear tables and clean them for the next set of guests to sit. Through this I was able to get familiar with the staff, and as they also took the time to ask me which college I was from and how many months I was performing my Internship training. As I completed my services in the BLD restaurant, I returned to the bar and was able to be properly introduced by the staff at the bar. On my first day I was introduced to Sir Krishna, Sir Umesh and Nikhil. They were all passionate towards their craft and very knowledgeable about what they did.

In my first week at the BANYAN bar, I began my shift at 11: 00 am, the time the bar opens for services of alcohol and non-alcohol beverages. I was guided by Nikhil who showed me the BLD menu and BANYAN menu, he also gave me a set of duties to perform when I arrive for duty. The first being, picking up ice from the back area and restocking the bar with required ice. He then showed me the various garnish preparations required at the bar for smoother flow of service, I performed these tasks religiously every day. During this week I was also introduced to Vaishnav, who was an apprentice staff. He told me at the beginning itself that “The more knowledge I had about the BLD and BANYAN menu, the faster I would be able to pick up important responsibilities. If I did not show any interest towards learning, I would always only be clearing plates from tables”. This was very good advice because my the second and third week of my training I was well versed with the BLD menu and in the fourth week I was knowledgeable about the BANYAN bar menu.

During my early weeks of training me and Nikhil bonded over discussing the various dishes available at the restaurant and basic kitchen knowledge. He would ask me ingredients present in certain dishes and would ask me the procedure for preparing certain dishes. Vaishnav also was a uplifting and positive staff as he always asked me questions about various beverages, their production and storage and also enlightened me with loads amount of bar

knowledge. He taught me a term, speed rail and familiarised me with the various pouring brands for the different cocktails present on the menu. I got close to Vaishnav and Nikhil in my early days as they were in the fun mood and were able to create a fun working atmosphere.

Sir Rohan, who was a supervisor at the banquets departments was sometimes posted for assistance at the BANYAN bar. He once told me, “Don’t use the excuse that you’re an intern to get away from responsibilities. The more responsibilities you take the better you will learn. Don’t act like an intern, act like a staff”, this definitely stuck with me right throughout my internships and I was able to pick up responsibilities and push myself to learn more every day. As I completed all my duties at the given time I always turned towards the menus to get a good knowledge and understanding about the menu and drinks. This allowed me to start taking guests orders by the third week itself. Before this I was only made familiar with the various sections of the kitchen and was asked to pick up food and assist the staff to present the food to the guests. I folded napkins and prepared cutlery for service. As my duties increased I was also asked to set up both sideboards for smoother service.

Store pickup was another interesting activity I had never thought about. As the inventory for available and not available items were listed. During one day of the week, two staff were required to go to the pick up point in a semi-truck with a list of codes, that depicted the items needed. We picked up all the required items in crates and loaded them into the semi truck and got them all the way up to the hotel and arrange it in the bar pantry or the 81 store. The store pickup was done from the Cidade de Goa hotel production area. The hotel had a separate area in the back where they stored all items that would be required, almost like a wholesale shop. We were required to go to the office, show them the list, they would certify if they had received permission from their manager



and would taken us to different points to pick up the various alcoholic and non alcoholic beverages.

Another job I used to religiously take part in was preparations of welcome drinks for arrival of guests. By the third week I was required to make an approx. of 80 bottles, divided into 40 lime based mocktail and 40 kokum based mocktails. I performed this job with pride right through my whole internships. I wasn't allowed to prepare any alcoholic beverages in the first month but in my second month with having a good knowledge about the various drinks I was allowed to make cocktails I was confident in. I served neat drinks with mixers on the side right up to cocktails and guests favourite; lime soda.

Hi tea service and setup was another responsibility I was able to be a part of. It required me to setup all the above mentioned items before 4:00 pm as the Hi Tea services began at 4:30. The BANYAN hosted the Hi Tea on regular basis when the guests house count was over 150. Preparing for Hi Tea was almost something I did routinely and responsibly. As the night approached I was required to wipe and set up votive candles on all tables for night service.

After the first month of our training was done, the hotel conducts a meet and greet of all the interns and the GM of the hotel. This interaction allows us to share our experience, give feedback about the various operations, the working condition of all the interns as well as some wisdom from the GM itself. As the meeting ended we were treated with a Hi Tea service all for ourself. I do believe this act shows great concern and care towards all the interns that work at the hotel.

Looking back the first month definitely tested me in various ways. It felt tough at times and glimpses of good at others. It tested my body's physical capabilities for running up and down the restaurant and kitchen for food pickup,

clearance of food and jack trays, restocking alcohol from the 81 store, setting up sideboards and Hi Tea.

As the second month kicked in, things started flowing more smoother and better. I genuinely enjoyed going to work and working with the people around me. The second month started off with more events than before, but by this time I was very well seasoned and was able to handle by tasks with ease and passion. There were days I enjoyed myself thoroughly while there were some days where I did not want to work, but I understood this balance was very important because without the bad I could never appreciate the good.

By the second month I was familiar with the whole operations of the BANYAN bar and BLD restaurant. I was familiar with the staff and managers and they were familiar with me. By this month I felt comfortable working there, and everyday felt like a new endeavour. I was feeling more confident about working the POS system and was able to punch in order without any assistance. Couple of times I was able to visit guests rooms for service when urgently required from the bar. When the TATA motors group visited the hotel, I was chosen to assist the breakfast service and set up at the club lounge of the hotel. As the days went by I got more responsibilities and more credibility to carry out certain tasks and duties. My team believed in me to get the job done.

Starting from a place of numbering my days of internship training to actually cherishing every moment working with wonderful people is how my internship program went by, as the day ended, we always sat and ate together and assisted each other in completing the work on time. We spoke about how we could do better or what challenges we faced and would just laugh about it at the end of the day. Any kind of conflict between the staff was immediately resolved and the environment was always professional. My last week was the most cherishable as the staff at the bar did not allow me to take part in multiple

clearance duties and would allow me to take on better responsibilities, it was certainly rare right throughout the week but I certainly admired their intention.

On the last day of my internship program the most unthinkable happened. The managers planned a small tea party for us as a parting gift. It was the most genuine and heartfelt gesture as they never had done something like this before. We all sat in one section of the hotel and were treated with multiple snacks and drinks and celebratory cake. They all wished us the best of luck towards our future, exchanged contacts and gave us the best experience anyone could ask for. As our final hours of internship set in, the mood was quite emotional and parting goodbye became almost difficult. As the day ended we had so many memories to cherish along with a great a hospitality experience and bountiful knowledge.

## **STAFF AT THE BANYAN BAR**

Bar Manager: Sir Anubhav

Supervisors: Sir Umesh, Sir Krishna, Sir Rohan

Apprentices: Nikhil and Vaishnav

Intern: Sherwin

## **REGULAR DAY THE BANYAN BAR**

- Arrive at the bar, set up both side boards, restock ice, prepare garnish, display bottles on display racks and bar counter (morning shift)
- Restock sugar caddy and cookies
- Arrive at the bar, set up both side boards and fold napkins (afternoon shift)
- List down and restock the fridges for different alcohol
- In case of Hi Tea, start setting up on arrival
- Guests order taking and service
  - ( involved –
  - i) Taking down the order
  - ii) Punching into POS system and printing KOT
  - iii) Giving beverage order to the bar
  - iv) Setting up table for guests food
  - v) Picking up food from kitchen and serving guests
  - vi) Getting feedback
  - vii) Making payment
- Assisting in food pickup
- Assisting in beverage service to bar and restaurant
- Setting up votive candles at 7:00 pm
- Setting up projector at 7:00 pm
- Setting up side boards for dinner operations after Hi Tea service

- Preparing welcome drinks
- Picking up required alcohol from 81 store
- Guests order taking for dinner service
- Closing the bar at 10:45/11:00 pm , last order at 10:30 pm (afternoon shift)

Bar closing involved

- i) Washing and wiping all used glasses
- ii) Placing all displayed bottles into storage
- iii) Clean the full bar counter
- iv) Setting up breakfast cover on all tables

Ending the day

