

# BAMBOLIM BEACH RESORT



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## **DECLARATION**

I declare that this report entitles “An Overview of Hotel Bambolim beach resort” has been prepared by me during the period from May to July 2022 under the guidance of Mr. Devendra Bambolim beach resort.

I also declare that this project has not been submitted nor shall it be submitted in future to any other University or Institution for the award of any other degree or diploma.







## **ACKNOWLEDGEMENT**

I attribute my sincere thanks to our institute **of IMBA Hospitality Travel and Tourism** Goa University for providing me this big platform to experience the valued training in the hospitality sector. I would also like to Thank Mr. Edger D'Souza, Mr. Kevin D'Souza, Mrs. Albino Roshan for their constant support throughout my training. I am very grateful to them for their involvement and teaching different facts of the hospitality sector. I would also like to express my sincere gratitude towards the entire staff for their immense support, continuous guidance and impartation of their valuable knowledge which made this internship successful.

## **AIM**

To study and know about the department of the organisation.

## **OBJECTIVE**

-  To study and to learn the functioning of the departments of the organisation to gain the practical knowledge.
-  To experience how the corporation work and to learn new things.
-  To give value for money spent by guest.
-  To comply with quality management system.
-  To periodically review established quality objective.
-  Continues improvement of the services.

## **Departments of Hotel**

- + Accounts
- + Food & Beverage Service
- + Food Production
- + Front Office
- + Marketing
- + Housekeeping
- + Stores
- + GYM

## **Company profile**

Wake up to the whispering of coconut palms, the rush of the waves against the shore and the beach literally at your doorstep. Bambolim Beach Resort is your answer to comfortable and tranquil beach accommodation in Goa that is excellent value for your money. With exquisite dining, lots of fun activities and options for events all in the most perfect location in the state, we are the ultimate beach resort in Goa!

## **BAMBOLIM BEACH RESORT**

Bambolim Beach resort is one of Goa's oldest beach resorts. It was setup some 30 years ago, back in 1989 when there were no rules as to how far a building should be from the beach (coastal regulation zones on CRZ as we know today)- this Bambolim Beach resort is almost on the beach, just a few feet away and probably one of the resorts closest to the beach.





## **Rooms in Bambolim Beach Resort, Goa**

Bambolim Beach Resort offers 3 types of rooms- beach facing villas- closest to the beach and most expensive room category. Rent per day for the sea facing villas range from 16000 INR to 27000 (some family rooms cost more, there're refundable and non refundable rates etc. There're superior rooms with sea view and rooms with garden/hill view- cheapest rooms cost INR 5000+ per night off season.



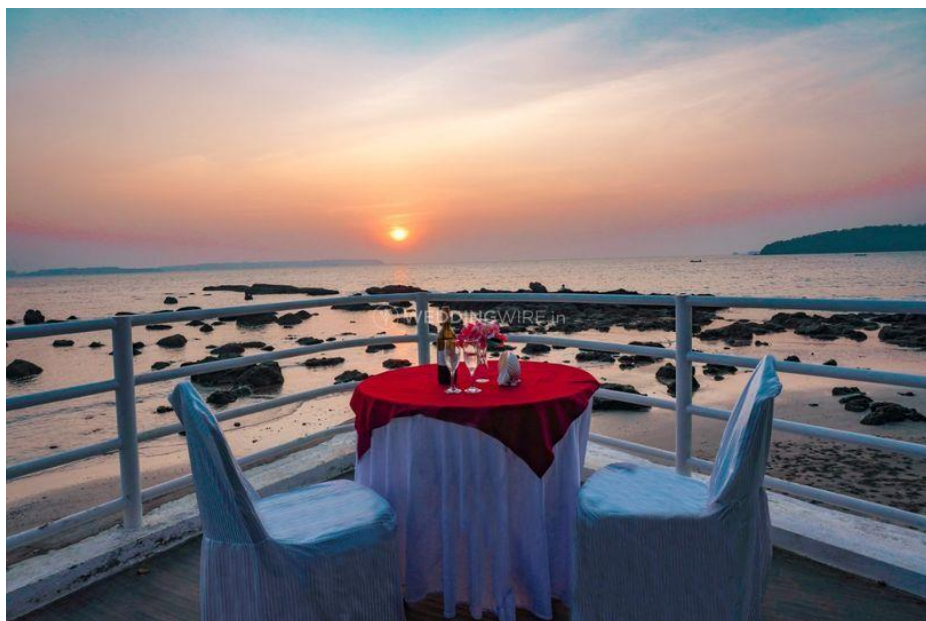
## TYPES OF ROOMS WE OFFER IN [BBR]

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## **TITANIC BOW**

Titanic spot- balcony projecting into sea like the front of Titanic ship. And also the many proposal set up's are done on this.





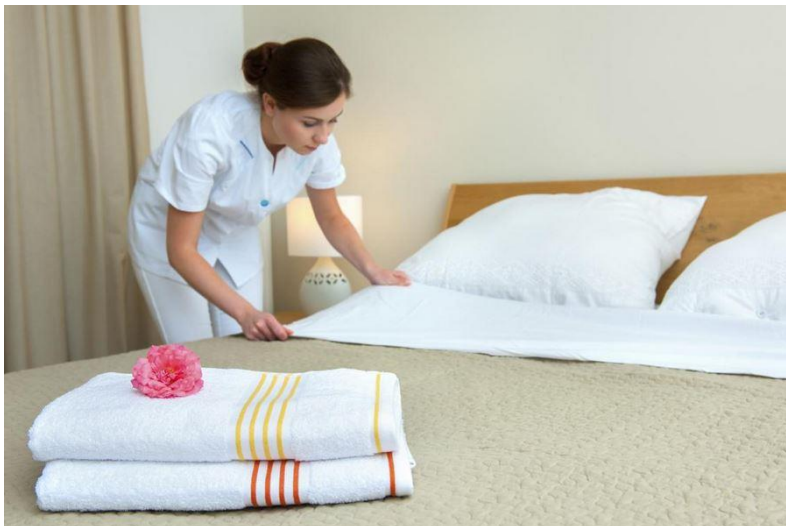
## LA BAMBA

La bamba the hotel restaurant serving the nice food with beverages. They serve authentic Goan, Indian, and chines



## HOUSEKEEPING

Housekeeping is a department of a hotel which provides 24 hours service to the guests. The standard plays an important role in the reputation of the hotels. Accommodation in the hotels tends to be the largest part of the hotel. It is the most revenue generating department, the housekeeping department takes care of all rooms often the largest department in the hotels. In the housekeeping department I got an opportunity to work in the rooms.



## **Rooms**

All the rooms are cleaned for each shift. There are total 126 rooms including the villa's, One housekeeper with a trainee has to clean fourteen rooms per shift and the linen is also changed if requested by the guest.

It mostly takes 20 to 25 minutes to make one room, 10 minutes to make bed and 10 minutes for the bathroom and the other 5 minutes for moping. And if the linen is changed then it takes 25 to 30 minutes to make a room.

The actual time took to clean a room is written on the housekeeping report after cleaning every room

One mop trolley is taken with a mop inside it and a caddy with a R6 ,R2,good sense, two scrubbers inside it.

The ash tray is cleared if it is full, two sleepers, one magazine, two mineral water bottles two glasses, tea bags and sugar sachets are kept. In the bathroom two soaps, one shower cap, one disposal bag, one for your care, one shaving kit, two dental kits, one shampoo, hair conditioner, One bath and shower gel, two face towels, two hand towels, three bath towels, one bath met, and sleepers are kept.

On the cart, soaps, shower caps, disposal bags, for your care, shaving kits, dental kits, shampoos, hair conditioners, Bath and shower gel's hand and body lotions, face towels, hand

towels, bath towels, bath mat, pillow covers, Bed sheets, tea bags, sugar sachets, are kept.

All the checks of the room (for eg. telephone, channel music, A/C, T. V. etc) and also the woodwork, brass work are made clean and polished by the maintenance department.

The soiled linen are directly kept in the trolley and the fresh ones are kept in the room wherever required.

For the day to day cleaning first all the supplies are put in the bathroom and the guestroom whichever are used moping is done, The linen is also changed if requested by the guest.

## **TURNDOWN SERVICE**

For the turndown service the garbage from the room is collected and the blanket is folded half and the bath mat is kept on the ground.

## **Super Clean Rooms**

For making the super clean room it takes more than 40 minutes. The room is charged slightly higher than the actual rate. It is mostly made for VIP guests on the request of the general manager. While making the room all the area of the room is cleaned with the vacuum cleaner every corner to corner of the room is cleaned. The room is cleaned making sure that no dust particles are left inside the room.

## **Laundry service**

Two laundry bags are kept inside the guest room and they are checked everyday at the time of servicing the room, if the guest wants the laundry service the guest will keep his cloths inside it, then it is send to the laundry with the details written on it.

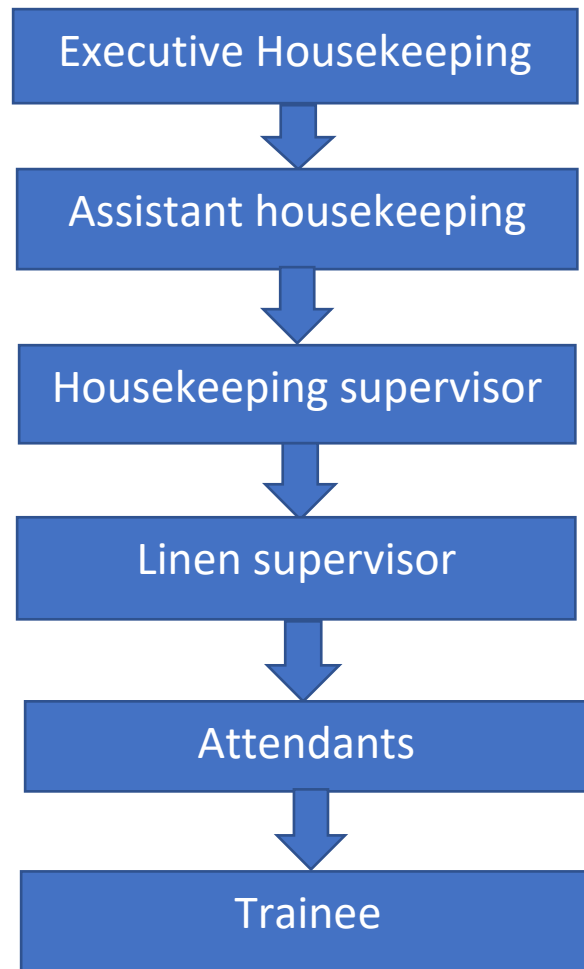


## **Different registers maintained on the housekeeping desk**

- + Log book
- + Key control
- + Message register
- + Lost & found register
- + Departure clear register
- + Night log book
- + Guest laundry register
- + Hotel laundry register
- + Trainee attendance register

My experience in housekeeping was very good, I come to know how to service the rooms for the guest and very important think I learned was difference between the categories of rooms.

## **HIERARCHY OF HOUSEKEEPING**



## **EXECUTIVE HOUSEKEEPER**

An executive housekeeper co-ordinates between housekeeping crew to inspect assigned areas to ensure standards are met. An executive housekeeper manages many priorities and demand and is able to solve problems, support staff as well as perform the duties of a housekeeper when required.

## **ASSISTANT HOUSEKEEPER**

Maintaining the high standards of cleanliness and presentation in the hotel room. Taking care of the teams work schedule. Inspecting the cleanliness of the hotel. Maintaining high standards of cleanliness and presentation in the hotel rooms. Taking care of the teams work schedule.

## **HOUSEKEEPING SUPERVISOR**

A housekeeping supervisor is responsible for ensuring that the standards of the cleanliness are met. They assign provide training on how to best handle customer's request.

## **LINEN SUPERVISOR**

The linen supervisor oversees the linen/uniform room operation. He/she ensure proper storage of linens, towels, and staff uniforms. He/she responds to guests needs. He/she ensure all repairs and attraction works adhere to hotels guidelines.

## **ATTENDANT**

Vacuum, clean, dust and polish guest room. Make beds, change sheets, remove and replace used towels and toiletries. Deliver and retrieve items on loan to guests. Ensure security of guest rooms and privacy of guest.

## **TRAINEE**

Learning how to check the rooms. Helping the organize the cleaning service schedule according to the occupancy rate.

## **Entering guestrooms:**

Firstly, we press guestroom doorbell thrice. Then announce "Housekeeping". Wait for two minutes. Afterwards, we open the door using the master keys. Finally, we announce ourselves and enter the room. If guest are there then we greet the guest depending on the time of the day along with a smile.

## **Dusting**

First of all, we need to open the curtains, and then remove trash and change garbage liner. And then spray R3 (glass cleaner) directly on a 6 dry cloth and apply it to surface of mirror, glass and frame sand clean in a circular motion, wipe left to the right bottom to bottom and then buff dry with a clean dry lint free cloth. (Furniture polish) R4 sprayon soft dry cloth then apply it to the surface and start buffing. R3 (Hygienic hard Surface cleaner) spray is use for mopping and as well as scrubbing then mop we have to mop the entire floor and then vacuum the floor.

## **Bed Making**

- + Remove the soiled linen from the bed
- + Look at the mattress protector to see if it's stained, torn or damaged. If it's not stained then put it nicely. And if protector is stained then remove it.
- + And get a clean mattress protector and place it.
- + And after that I have to make sure correct size sheets.
- + Take 2 sheets and 4 pillow covers as per the respective size.

I learned that each room status has different service. if:  
Room is vacant and clean:

- + Knock the door
- + Switch on all lights
- + Open curtains
- + Remove turndown service
- + Do dusting
- + Vacuum the carpet if necessary
- + Close the curtains
- + Put off the lights
- + Give final look and shut the door

## Vacant and Dirty:









- + Knock and enter the room
- + All drawers and cupboards are checked for any lost and found of guest
- + All dustbins are cleared of garbage
- + Solid linen to be removed
- + Bed is made according to the procedure
- + And dusting should be done
- + Vacuum the carpet
- + All glassware's and ashtrays have to be cleaned
- + All guest amenities in room have to be replenished
- + Bathroom should be cleaned according to the procedure
- + Inform room status to the housekeeping department.



## **Occupied Room:**

- ✚ All occupied rooms are serviced twice daily and as and when requested by the guest.
- ✚ Enter the room according to the procedure
- ✚ Clear the garbage
- ✚ Collect soiled linen and bring fresh ones
- ✚ Make the bed as per the procedure
- ✚ Dust the room
- ✚ Vacuum the carpet if necessary
- ✚ Clean Bathroom
- ✚ After servicing following

## **TASKS DONE BY ME**

-  Assisted housekeeping attendants in the making of rooms during morning service.
-  Helped in transferring new linen to the store room.
-  Helped in distributing the fresh linen on each floor for day by day activities.
-  Swiping and moping the staircase
-  Dusting the entire room
-  Helping in bed making
-  Cleaning the bathroom.
-  Also attending the calls on the caller desk

## **MY EXPERIENCE IN HOUSEKEEPING**

**During my training** I learnt how to clean and moping the patios, I learnt how to make bed, I learnt how to make the towel art, how to mop, how the supplies to be kept in the bathroom, and in TMC [tea coffee maker] I also learnt how to do dusting and where we have to do, then how to clean bathrooms, toilet, bathtubs, sinks, shower area. Then attending the guest calls, taking staff laundry and hotel laundry. Overall housekeeping was a total learning experience.

# DIFFERENT TYPES OF TOWEL FOLDS WE USED

## TO DO IT IN [BBR]

Bow fold

Lotus

Duck



## **CONCLUSION**

Training at bambolim beach resort was very great and the type of training that one gets in hotel would not get anywhere else. I did enjoy my work everyday. I m confident that the experience I gained over the training will bw beneficial to me in the future.

But I will like to see BBR as hotel to improve their standards and see the mamagers following the basics which will help the hotel and also help serving the guest batter. BBR has to see their staffs are happy.

