

2022

TAJ RESORT AND
CONVENTION CENTRE,
GOA

SUNMEET NAIK
1933
IMBA 2019 BATCH

[INDUSTRIAL TRAINING REPORT]

Industrial Exposure Training at Taj Resort And Convention Centre, Goa For The Duration Of Two Months In Front Office Department

CONTENTS

Sr. No.	Topic	Pg. No.
1	COVER PAGE	0
2	CONTENTS	1
3	ACKNOWLEDGEMENT	2
4	INTRODUCTION	3-4
5	FRONT OFFICE	5-29
6	CONCLUSION	30
	Total Pages	30

ACKNOWLEDGEMENT

I would like to thank Learning & Development Manager Mr. Valentine Athaide for giving me a chance to do my two months of industrial training in his organization.

I would also like to thank all front office staff, who taught me hotel operations and tasks done by front office team. They also helped me whenever I had question or difficulties about anything.

Special Thanks to Executive Concierge Incharge Mr. Shubham Parastekar for giving me a chance to learn operations of Concierge and Travel Desk.

INTRODUCTION

TAJ RESORT AND CONVENTION CENTRE

It is a 299 room luxurious vertical resort in the centre of Goa in Dona Paula. It greets the guest by its vertical garden and elegant fountain. And sea view starts from lobby that sweeps in the Arabian Sea. It has multi cuisine restaurant “BLD” (Breakfast, Lunch & Dinner) which also has extended open view alfresco terrace. And besides that it has “The Banyan” Bar, which takes the name of 200 year old Banyan Tree that is a landmark in resort. The speciality restaurant “C2C” offers coastal cuisine from around the world and sweeping views of the waters.

It has a 25m lap pool near the stilted roots of the Banyan tree. On the terrace it has large infinity pool along the sea-facing edge. Unique selling point(USP) of the infinity pool are the views of the Vanguinim beach, the Zuari bay and the Arabian Sea. It has its own 30 seater Auditorium that is Cinema hall.

The 1200 sq. metres pillar-less hall that is Assembleia, has 6 breakaway spaces and an exclusive entrance. It has four meeting rooms namely South I & II are 600 sq.mts and can fit 48 guests and West I & II are 700 sq. mts and can fit 60 guests combined respectively. There are two board rooms, 30 sq mts each, which can fit 10 people in each. And it has one business centre.

Banquet hall’s capacity is up to 1200 guests. USP of banquet hall is that it is a Largest Portuguese Themed Banquet Hall in Goa.

There are total 299 rooms including 17 suites.

So hotel concept is urban convention centre in resort setting.

FRONT OFFICE

Training Duration : 23rd May – 23rd July

Different Areas Of Front Office

- Reception
- Concierge
- Travel desk
- Bell Desk

In the period of two months I learnt how concierge, travel desk, operator and bell desk carry out their operations.

I also learnt how to receive the guest at airport upon their arrival.

❖ Airport

First I learnt how we receive the guest from airport or railway station. From the very first day I was given airport duty for 5 days.

Where in airport, our airport representatives are present to welcome and receive the guest. We keep the mineral water bottles and wet wipes with us to offer it to the guest when they arrive at airport. Cars are arranged one hour prior so that even if there is change in time of arrival, there won't be any issue of making guest wait for car.

We are given complete details of the guest with their profile, flight details and contact number.

Procedure :

- We send the hotel airport representative and chauffeur details to the guest 3 hours prior to their flight departure.
- Our airport representative calls the guest on their given contact details once flight is landed.
- We inform the guest about the exit gate number that we are waiting on. We also ask guest about how much time it will take for him to come out, so that we can call the car up from parking to pick the guest whenever he comes out, so that there is no delay in car coming up.
- We hold the hotel paging board, so that guest can identify the representative.
- We greet the guest "Good(time of the day), Welcome to Goa" and we ask "how was your flight"
- We offer water and wet wipes to guest.
- We take their luggage and make them sit in the car comfortably.
- And we make sure whether guest got his all luggage (by mentioning number of bags)

Procedure for group arrival:

- We collect the guests and take them to coach line.
- We are given Group details (conferences or wedding)
- We create paging board of conference name or wedding name.
We also hold hotel paging board.
- And make sure whether all guests are arrived.

- **Travel Desk**

I worked at Travel Desk for 6 weeks. I had a great experience of working at travel desk.

Hotels have their own hotel cars for operation (Taxis). Hotel have their 7 Maruti ciaz (sedan) and 7 Innova Crysta (Muv 7/8 seater).

We arrange the cars for airport pickup or drop, or for local sight-seeing for guest depending upon the request.

We have our packages of fix rates offered to guest. Packages are categorized into

1. Airport Transfers
2. Railway Transfers
3. Local Transfers
4. Additional charges like extra kms or extra hours. And additional night charges.

Guest comes to travel desk or call from room to inquire about the sightseeing tourist attractions or places to visit in Goa or in-and-around hotel or panjim.

If guest ask for package rates, we tell the rates without taxes (5% is GST tax on the total amount).

We have our sight-seeing itinerary which we give it to guest so that they can have a look at it and decide their itinerary. We explain it to the guest so that they can have greater depth of idea about the place according to season or time to visit.

We provide shuttle service for all guests to go to main gate or down the vaiguinim beach. It is not chargeable to the guest and it is available 24/7.

Frequently Asked Questions To Travel Desk

1. What is the distance from hotel to airport?

Ans. 30 kms and it takes 45 minutes in normal traffic.

2. Which is the nearest market?

Panjim Market. It is 7 kms from the hotel and takes 15 mins by car.

3. What are the famous beaches to visit in Goa?

a) North Goa

- Candolim Beach – 22 kms
- Calangute Beach – 24 kms
- Baga Beach – 26 kms
- Anjuna Beach – 29 kms
- Morjim Beach – 38 kms

b) South Goa

- Colva Beach
- Benaulim Beach
- Palolem Beach
- Agonda Beach

4. What are the good clubs and party places in Goa?

- a. Cohiba - 24 kms
- b. Sinq Night Club – 22kms
- c. Soho – The Capital Bar – 9 kms
- d. Tito's – 25 kms

5. Which are the places to buy local souvenirs?

- a. Mario Miranda Gallery

b. Baga and Calangute Market

6. Which is the nearest ATM?

Outside the Hotel, HDFC ATM

7. Which is the nearest liquor store and super market?

a. Ocean Mega mart

b. Kamat Mega mart

Both are super markets including liquor store.

8. Which are the places for local sight-seeing?

a) North Goa

- Panjim Market – 7 kms
- Mapusa Market – 22kms
- Calangute Market – 23 kms
- Baga Market (Tibetan Market) – 23kms
- Anjuna Flea Market – 29 kms

b) South Goa

- Margao Market – 31 kms

9. Which are the good shacks for food?

a. St. Anthony's – 26 kms

b. Britto's – 26 kms

10. What are the shopping malls in Goa?

a. Mall De Goa

b. Caculo Mall

11. What is Fontainhas?

It is a old Latin Quarters in the city of Panjim. It represents the traditional Portuguese influence in the area. Many art galleries, which are house exotica cafes are located here. It is 7 kms away and takes 20 mins to reach there.

Also, there were very few restaurants listed in the hotel sight-seeing itinerary, which used to be limited options for the guest to choose from.

So I created one more itinerary of restaurants. I listed around 35 restaurants categorizing into casual dining, premium dining and shacks.

There were two people working at travel desk. One used to do Morning (07:00) shift and other one used to do afternoon (14:00) shift. I used to do morning or afternoon or 11:00 shift. There used to be handover book. Where we write our handover for next shift person.

Once we join on our shift, we have to

- Read handover book
- Check days pick up and drop
- Take handover from previous shift
- Take handover of Car checklist for cars checked during previous shift.
- Car Shift Revenue sheet has to be match with Auto Sultan Report.
- Handover of all Duty Slips & Invoices.
- Check for parcel received pending for delivery to guest: Parcel Register Entry
- Check & close all email received in your shift.
- Vehicles to be checked as per car checklist.
- Pending bills & report for previous days (if any) should be sent to Finance.
- Coordinate with Airport team for arrival/departure movement and any new changes to inform.
- Should complete all the entries/voucher/charges for pickup /drop and local run for your shift.

- Check if charges are posted in room. Should check the car slips.
- Should complete all the entries of charges for pickup /drop and local run for your shift.
- Coordinate with Bell Desk for Group/Deligation Movement
- Check for in car amenities

In car amenities
A. Wetwipes
B. Sealed Face Mask
C. Handsanitizer

Before giving the car to guest, we have to check

- Driver's grooming
- Whether car is clean
- In car amenities
- Tissue box and mineral water bottles
- Hand sanitizer
- Car perfume

And at the end of the shift I used to do billing and posting of charges.

To do billing and creating invoices, Auto Sultan software is used. It is designed only for taxi billing.

Drivers write their trip details on their trip log book. Details are with guest name, room number, type of trip, kilo meters covered, time and driver details.

Once we print duty slips and invoices, we do tally and get it signed by AFOM. Then it is sent to Accounts Department.

If groups are arriving, and if they request for coaches we arrange the coaches according to number of people. Hotel has tie up with one of the famous vendor in Goa.

- **Operators**

Operators ensure that there is no delay in answering guest calls by the associates and to provide prompt service to all guests.

Procedure for answering calls:

- Pick up the incoming calls as soon as the console lights up.
- Do not let the call ring for more than 3 rings
- Answer the call with a greeting and assist the caller as per his or her requirement by saying “Thank you for calling Taj resort and Convention Center how may I assist you?”
- Speech should be clear, well placed, and use of English adequate to be fully understood.
- Reuse the guest name naturally and discreetly without over using it
- Call should not be put on hold for more than 10 seconds or a callback option to be provided
- Employee should offer a sincere farewell at the end of the interaction
- Wait for the caller to disconnect the call before ending the call

There is a special console given to associates in operators to answer the calls. It has a lot of functions like connecting the calls, screening the calls, Connecting 6 different lines together, And very high active noise cancellation.

For Privacy and Security Reasons

- Never reveal the name of a guest who is staying in the desired room number by the caller.
- Open knows the room number without knowing the guest name, do not transfer the call. Say “, I’m sorry but I will not be able to transfer the call without the guest name ”.
- If any caller ask for the guest name but does not know the room number and still wants to know room number, do not disclose the room number by saying “I am sorry sir or madam, for the privacy of the guest we do not disclose the guest room number, however may I transfer your call to the guest room?”

Connecting Calls to In House Guest

- If the caller directly request for connection to a room number, ask him or her for the last name of the guest by saying “Certainly Sir or Madam. May I request you for the last name of the guest? “
- If the guest name given by the caller is the name as in PMS records but the guest has instructed us to screen all calls then ask the caller to Give his identification by saying “Hindi Sir or Madam, view shall I say is calling for Mr or Mrs (in house guest name)
- Turn the caller reveals his or her identity connect the call to the appropriate room extension using the phrase “Madam, please hold, I’m transferring your call to Mr or Mrs <guest name>’s room”
- Connecting the call to the room, greet the resident guest and seek permission to transfer the incoming call by saying “Good<Time of the day> Mr or Mrs. <Resident guest name>, there is a call for you from <callers name> .Would you like me to connect the call?”
- Guest allows you to connect the call then say “connecting your call, Sir or Madam and transfer”
- If the resident gas does not wish to take the call or there is no response then get back to the caller by saying “Thank you for holding the line Sir or Madam, Mr or Mrs <Guest name > Is not available right now would you like to leave a message or call back later.
- If the caller leaves a message then take it down carefully and politely , thank the caller by saying “Certainly your message will be delivered to Mr or Mrs<guest name> ”
- After taking the message, thank the caller by saying “thank you, your are message shall be delivered to Mr or Mrs <guest last name>. Thank you for calling Taj resort and Convention Cente. Have a pleasant day”

- Type the noted message in PMS
- Take a print out of the message in hand it over to the concierge for the delivery to the room within 10 minutes
- If guest last name cannot be found or in case of multiple guest with same last name, ask the caller for the guest first name. “sir or madam, may I have guest’s first name” and identify the guest and room number.
- In case the guest name is not understood , then request the caller to spell the name by saying “May I request you to spell the name for me ”
- If the information provided still does not match the profile of any guest who is either staying with the hotel or has checked out is holding a reservation then inform the caller that no guest by that name is staying with the hotel by saying “Sorry Sir or Madam, we do not have Mr or Mrs <guest last name> staying in our hotel ”

Call screening

- Answer the call within 3 rings and greet the caller.
- When the caller provide room number and ask the operator to connect, Request the caller for the guest name and tally it with the PMS system.
- If there is an instruction on PMS to screen the call, Ask the caller to disclose his identity.
- Once the caller discloses his identity, connect the call to the appropriate extension by using appropriate phrase.
- After connecting the call to the room, greet the resident guest and seek permission to transfer the call after informing the caller details.
- If guest does not wish to take the call or there is no answer , then inform the caller politely that Guest is not available and ask if the caller would like to leave any message and note the same.
- After taking the message thank the caller and wait for the caller to disconnect the call, print a message from PMS and deliver it to the room.

Incognito guest call handling

- While handling the Incognito guest call, Operator have to ensure that then guest need of privacy and confidentiality is respected and met.
 - **In case guest is using his/ her actual name:**
- A guest either at the time off making a reservation or at the time of check in would indicate that he would want his identity not to be disclosed. On receiving this information “incognito ” should be entered after the guest last name in profile screen.
- All front office personnel on receiving any call for a guest should check for his name on ‘Ctrl + F7’.
- If they find incognito on the profile screen , it means the guest does not want this identity to be disclosed. In such a case the caller should be informed that the guest is not staying with us.
 - **In case the is using his/her alias name:**
- At the time of check in the associate to check with the guest how would he like the operator what to handle his incoming calls .
- Update Incognito name in the profile section in PMS.
- For calls received for Incognito guest, If the caller uses the actual name instead of the alias name what, inform the caller that there is no guest by that name who is staying at the hotel.
- If the caller uses the alias name of the guest, then treat the call in the same way what is an announced call.
- For all celebrity guest , AFOM/FOM must check with the secretary or agent how they would like us to handle calls for the guest.

Handling guest complaint

- To ensure that the guest feedback is escalated to the concerned department and efficiently resolved and recorded for future visits.
- If a guest calls up with a complaint regarding his/her room/ stay, ask for the details of the complaint by saying "I apologies for the inconvenience Mr./Ms. <Guest's last name>, <Reconfirm the problem>". Show empathy, listen to the guest patiently without interrupting and make the guest feel important.
- Take the complaint down in the Hotline Sheet and inform the guest that his/her complaint will be attended to immediately. "I will send someone to attend to the problem immediately."
- Immediately inform the respective department about the complaint and also notify the Duty Manager about the details.
- Make a follow up call after 5 minutes with the department to check if the complaint has been attended to. If someone has not gone, call the guest and inform that the complaint will be attended to in <Specified time>. "I am extremely sorry for the delay. Somebody from <Department name> will be in your room with <Stipulated time> Sony
- After receiving a confirmation from the respective department that the complaint has been attended to, inform the Duty Manager about the details.
- The guest complaints and feedback which defines his preferences, likes and dislikes must be recorded in his profile remarks for future reference.
- Complaints must be logged in the DM log book maintained at Front Office
- Ensure that all complaints are closed and ensure that guest satisfaction is checked. Depending on the complaint service recovery needs to be done.
- In the case of a serious complaint, a manager should respond within 15 minutes / given timeframe along with a follow up call.

Elevator emergency call

- To ensure that the emergency calls are handled with extreme care and that the team is in constant touch with the guests so that they do not panic.
- If the emergency phone rings, the call should be immediately picked up.
- Ask the guest the type of assistance he/she would require by saying "Guest Services" <Good time of the day>" and note the emergency situation in the Hotline sheet.
- In case of a complaint from an elevator phone, inform the guest that help will be sent immediately "<Good time of the day> Sir/Madam, you are calling from elevator <number will inform the Engineering immediately. It will take them approximately <number of minutes as set by each hotel, should not exceed 10 minutes> minutes to assist you."
- Contact the following immediately and inform them of the elevator number and location:
 - a. Engineering desk and Duty Engineer
 - b. Duty Manager
 - c. Security Officer
- Call the guest again. "Sir/Madam, this is <name> on telephones. I have already informed our Engineer and he is on his way. Would you like it if I stay on the line with you till the Engineer arrives?"
- If yes, then another Operator to stay in touch with the Engineer and update the Operator holding the guest line. If not, then stay in touch with the Engineer and update guest every 2 minutes.

- In case the duration of the shutdown is longer than 5 minutes, portable oxygen cylinder must also be kept ready by Security: In case the hotel doctor is in the hotel at that time, he should be present in front of the elevator as well.
- After the elevator service is resumed and the guests come out, the Front Office Manager/Duty Manager must immediately apologize for the inconvenience caused and politely check on their well-being.

Managing telephone calls for checked out guest

- To classify every call and put through respective sections accordingly.
- If the guest has already checked out then inform the caller and do not receive a message by saying "I am sorry Sir/Madam, Mr./Ms. <Guest's last name> has already checked out".
- If the caller asks for details such as time of departure, flight number, destination etc, inform him/her that the information cannot be disclosed due to privacy reasons by saying "I am sorry Sir/Madam, for the privacy of the guest, I will not be able to disclose the details of the guest".
- In case of any emergency or if it seems important, transfer the call to the Duty Manager by saying "Sir/Madam, may I transfer the call to my Duty Manager?"
- Duty Manager to take a decision on disclosing the guest details and log the details.
- Thank the caller by saying "Thank you for calling <Hotel name>. Have a pleasant day/evening."

Handling DND calls and requests

- To ensure that the privacy of the guests is maintained while handing calls when the guest has put his room on do not disturb.
- If a guest calls and asks for DND status for his/her room, then ask the guest for the duration of DND status by saying "Certainly Mr./Ms. <Guest's last name>, till what time would you not like to be disturbed?".
- Offer the guest an option of DND in the room as well Mr./Ms. <Guest's last name>, you may wish to switch the privacy button on which is located near the door" Or Hang the red tassel outside the door.
- Put the guest's room as DND in PMS (in case it is not already on automatic DND). Also put a notice on the notice board in the Operator's room stating the guest name, room number and time till which the DND status is valid. Where the room has been placed on DND status, all internal calls will automatically be routed through the Operator.
- In case a call is received for such a room then put the caller on hold and check the notice board for the guest's instructions.
- Inform the caller that the guest is not available by saying "I am sorry Mr./Ms. <Guest's last name> is not available. Would you like to leave a message for him/her?"
- After taking the message, thank the caller by saying "Thank you, <Caller's name> your message shall be delivered to Mr/Ms <Guest's last name>. Thank you for calling <Hotel name>. Have a pleasant day."
- Type the message in PMS.
- . Take a print-out of the message and hand it over to the Concierge for delivery to the room within 10 minutes. (The message to be printed automatically on the perforated sheet with guest name and room number.)
- All guest rooms to be placed on automatic DND status between 22:00 to 07:00.

Wake up calls

- Greet the guest and ask him/her how he/she would like to be assisted.
- On receiving a request for a Wakeup call, acknowledge the request to the guest by saying "Certainly Mr./Ms. <Guest's last name>. At what time would you like your wakeup call?"
- Confirm with the guest in case he/she needs a reminder Wakeup call by saying "Would you like a reminder call?" Also confirm with the guest whether he/she want the phone on do not disturb.
- Ask for his/her preference for tea/coffee along with the call by saying "Would you like to order for some tea/coffee with your wakeup call/reminder call?" In case the guest wishes to have tea/coffee, then confirm the time he/she wants it to be served "Would you like the tea/coffee to be served within 5 minutes of your wakeup call?" and offer the various options available and confirm his/her preference. If the guest also wants to order breakfast, transfer the call to in room dining by saying "May I transfer your call to In Room Dining so that they can take your breakfast order." Inform the order taker accordingly before transferring the call.
- Always reconfirm the caller's request by repeating the key details like room no., time, Tea/coffee request to ensure the correct understanding.
- Note the following details in the Wakeup call Register
 - a. The time at which he/she would like to receive the wakeup call
 - b. Whether he/she would want a reminder call, if yes then the time of reminder call
 - c. Time till the room is on do not disturb.

- d. If he/she would like tea/coffee to be served and the time specified
 - e. Name of Telephone Operator who received the call.
- Communicate the following details to In-Room Dining over the phone:
 - a. Guest Room number
 - b. Time of wakeup call
 - c. Tea/Coffee preference along with time of serving
- The name of the In-Room Dining person to whom the request has been given is to be noted on the Wakeup call register.
- Before giving the guest the wakeup call, call In-Room Dining and confirm the status of the tea/coffee for applicable rooms.
- Call up the guest as per the request and announce the Wakeup call by saying "Good <Time of day> Mr./Ms. <Guest's last name>, it is <Time>, this is your wakeup call. Have a pleasant day."
- In case the guest had requested for tea/coffee with the wakeup call, announce the Wakeup call saying "Good <Time of day> Mr./Ms. <Guest's last name>, it is <Time>, this is your wakeup call. Your tea/coffee will be served shortly."
- If there is no reply from the guest room, call the guest on the second line of the room.
- If there is still no reply from guest room, a manual wakeup call is to be given to the guest.
- If the guest has requested for a reminder call, then give a call at the specified time by saying "Good <Time> Mr./Ms. <Guest's last name>, it is <Time>, this is your reminder wakeup call. Have a pleasant day/evening." In case a manual wakeup has

been given after the first wakeup call, reminder wakeup calls are not required.

- If guest does not pick up the reminder call, dial the second line of the room, which also has an extension in the bathroom. No manual wakeup call is required for the reminder call.
- After the Wakeup call has been delivered, update the Wakeup call register with the status and leave a remark.
- If a guest wants a Wakeup call to be repeated for more than one day, then print a notice and place it on the message board in the Telephones department. Each day after giving the Wakeup call, make an entry for the next day in the Wakeup call Operator Log Book
- If a guest wants to be given a general reminder call with any detail, follow the same steps as above.

Manual Wake Up Call

- The Front Office Associate and Security Office/Duty Manager to give a manual wake up call to the guest. Master key to be carried by the associate and security officer going for the manual wake up call..
- Ring the bell and/or knock on the door by announcing "Wake up call Mr./Ms. <Guest's last name>"
- For a lady guest, it is required that a female Front Office Associate to accompany the Security Office/Duty Manager.
- In case there is no response from the room, then open the door of the room with the master key and announce the wake up call. For a lady guest, it is required that the female Front Office Associate enters the room to give the wake up call, while the Security Officer/Duty Manager to stay outside the room
- Switch on the lights of the room and announce the wake up call.
- If there is still no response, then shake the guest gently and softly announce the wake up call.
- In the situation that the guest is unconscious or is not responding to the wakeup call, inform the Telephone Operator to call the doctor. Inform the Front Office Manager/Duty Manager and take the guest to the hospital if required.
- If case if the room has been put on security latch please follow the security process.

CONCLUSION

During these 2 months I got exposed to handling of various guests requests and performed very well. I learnt so much from each and every task and I'm thankful for it. I gained a lot of knowledge and work experience from this internship.

It was clear for me that working in the hospitality industry is not that easy. Even though according to organization, timing of shift is 9 hours, but I worked for 12 to 16 hours of shift. But it was worth learning everything for experience. It is necessary to work with appropriate procedures to maintain the standards of the hotel.

With my keen attitude to learn and high level of commitment towards work, they taught and helped me in learning and understanding most of tasks and work performed by front office team.