Internship Report

"Taj Resort & Convention Centre"



Dissertation submitted to Goa University



In Partial Fulfilment of the award of the degree of Bachelors of Business Administration (IMBA)

By

Troy Jesus Furtado Roll No: 2016

DECLARATION

This is to certify that this report submitted by me in partial fulfilment of the requirement for the award of a Bachelor's degree in Management of Hospitality, Travel and Tourism at Goa University, Taleigao – Panjim, Goa comprises only my original work and due acknowledgement has been made in the text to all the other material used.

Date: _____

Place: Goa Business School

Goa University,

Taleigao, Goa

Troy Jesus Furtado Roll No: 2016 IMBA HTT 2020 - 2025

TABLE OF CONTENTS

Sr. No.	Торіс	Pg. No.
1.	Acknowledgement	5
2.	Abstract	7
3.	Introduction	8
4.	TATA Values	11
5.	Safety and Security Policy	16
6.	Various Hotel Brand by TATA (IHCL)	17
7.	About TAJ Resort and Convention	20
	Centre	
8.	Hotel Facilities	22
9.	Membership at TAJ	23
10.	Grooming Standards at TAJ Resort and	29
	Convention Centre	
11.	Facilities for Employees & Trainees	31
12.	The Hotel Departments	34
13.	Head of Departments	35
14.	TAJ Resort and Convention Centre	36
	Safety Committee	
15.	Hierarchy of TAJ	37
16.	F&B Outlets	38
17.	Recreation Facilities	43
18.	8. TAJ Resort and Convention Centre 47	
	Property Structure	
19.	Room Facilities	49
20.	Rooms	51
21.	Types of Rooms	52
22.	Front Office	62
23.	Pool Duty	100
24.	Food and Beverage Duty (BLD)	105
25.	Events and Weddings	106
26.	Events for Employees and Trainees	108

Sr. No.	Торіс	Pg. No.
27.	Learnings from this Internship	112
28.	Conclusion	113
29.	Memories	114
30.	Suggestions	118
31.	Performance Appraisal Form by	119
	University	
32.	Trainee's Performance Evaluation	121
	Form by TAJ	
33.	Certificate of Excellence	122

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I would also like to thank the entire front office staff for always teaching me new things and helping out always, Mr. Kaustub, Ms Uttara and Mr. Shelber. Even though I was just a trainee yet I was taught new stuff and they helped me improve my skills of communication and always gave regular training and reviews so that I could improve myself of my cons accordingly.

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ABSTRACT

Front Office, Housekeeping, Food Production and Food and Beverage Service are the four main important Departments of the Hotel.

Each of these departments on its own play a crucial role in the smooth functioning of the hotel. Each of these departments depend on each other for smooth functioning.

Hence good coordination and communication among these departments is very important for the smooth functioning of the Hotel.

INTRODUCTION

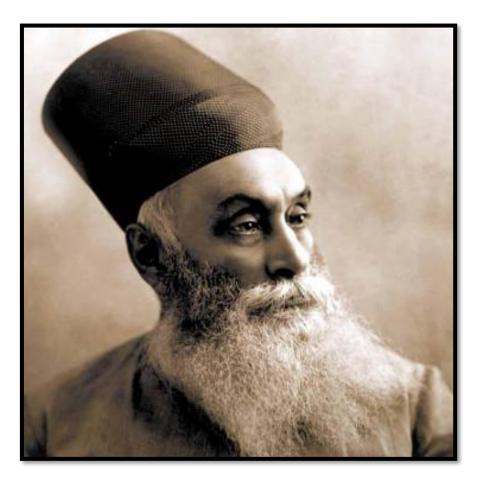
Taj Hotels is a chain of luxury hotels and a subsidiary of the Indian Hotels Company Limited (IHCL), headquartered at Express Towers, Nariman Point, Mumbai. Incorporated by Jamsetji Tata in 1903, the company is a part of the Tata Group, one of India's largest business conglomerates. The company employed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

As of 2020, the company operates a total of 100 plus hotels and hotel-resorts, with 84 across India and 16 in other countries, including Bhutan, Malaysia, Maldives, Nepal, South Africa, Sri Lanka, UAE, UK, USA and Zambia.

On December 16, 1903, Jamsetji Nusserwanji Tata, the company's founder, built the Taj Mahal Palace, a hotel in Mumbai with a view of the Arabian Sea. It was the first Taj hotel and Taj property. After experiencing racial prejudice at the Watson's Hotel in Mumbai, where he was denied admittance because the establishment only allowed Europeans, Jamestji Tata made the decision to open the hotel. Hotels in British India at the time frequently exclusively admitted European travellers. The Taj Mahal Hotel was the first establishment in India to offer electricity, American fans, German elevators, Turkish baths, and English butlers when it initially opened in 1903. Later, it also hosted India's first all-day restaurant, Blow Up, and the first licenced bar in the city.

The Fort Agueda Beach Resort in Goa was the first international five-star deluxe beach resort to be built in India. The Taj Group started working with metropolitan hotels in the 1970s, opening the Taj Coromandel, a five-star deluxe hotel, in Chennai in 1974, buying a stake in and signing an operating agreement for the Taj President, a business hotel, in Mumbai in 1977, and starting operations for the Taj Mahal Hotel in Delhi in 1978. ETC. The Taj Group became the only hotel chain in India with a presence in the six major metropolitan cities of India, namely Mumbai, Delhi, Kolkata, Bangalore, Hyderabad, and Chennai.

"In a free enterprise, the community is not just another stakeholder in business but is in fact the very purpose of its existence."



TATA VALUES

Integrity

Conducting business fairly with honesty and transparency

Unity

Working cohesively with our colleagues, guest and partners, building strong relationships.

Excellence

Constantly striving to achieve the highest standards in our dayto-day work.

Responsibility

Responsible and sensitive to the countries, communities and environments in which we work

Pioneering

Being bold and agile, courageously taking on challenges, using deep customer insight to develop innovative solutions.

Tajness is the soul culture of taj.

It is an implicit trust in people to forge invaluable relationships by creating an emotional connect with our various stakeholders. It subtly guides all the employees behaviour.

Tajness is the way we do what we do.

Tajness is built on three broad pillars:

TRUST

- Fairness with all stakeholders
- Openness and transparency in what we do.
- Free flow of information.
- Alignment of all stakeholders
- Build and strengthen longterm relationships.

AWARENESS

- Enhance awareness around our plans, strategies, tactics, processes.
- Work together to create greater enterprise value.
- Participate in our decision making.
- Imbibe a sense of belonging across all stakeholders.

JOY

- Derive joy and happiness from what we do and how we do it.
- Serve all stakeholders with joy and utmost dedication.
- Create and maintain an environment where there is joy and happiness, where people are respected and diversity is celebrated.
- Share our success with all stakeholders.

IHCL VALUES

This is basically the expanded meaning of the term TAJ. It also serves as the 3 major pillars on which the hotel functions.

So the word TAJ is expanded into:



IHCL LEADERSHIP CODE

ALWAYS

- Trust
- Listen
- Be humble
- Show empathy
- Stay calm
- Appreciate others
- Be positive
- Receptive and responsive
- Stay business focused
- Leader by example

<u>NEVER</u>

- Gossip
- Get personal
- Be impulsive
- Be offensive
- Be political
- Resist change
- Be judgemental
- Create fear or worry
- Alienate clients
- Use position power

SAFETY AND SECURITY POLICY

- IHCL Aspiration 2022 of becoming the most iconic and profitable hospitality company can be achieved through best-in-class safety and security systems.
- Safety and security is critical to safeguarding the lives of guests, associates and all the stakeholders as well as protecting the company's assets.
- The safety and security strategy for an IHCL property is based on skilled and trained manpower combined with appropriate technology. The design of the integrated systems will take into account effective use of existing resources, keeping in mind economic considerations, without compromising on the quality.
- IHCL's hotels and allied businesses are committed to ensuring compliance with all applicable safety and security regulations and codes. Employees will protect their health, safety and security by following policies, procedures, rules and instructions as prescribed.

VARIOUS HOTEL BRAND BY TATA (IHCL)

1. TAJ

Taj is the essence of warm, traditional Indian hospitality. Taj offers visitors from all over the world unparalleled experiences and priceless memories with hotels that span iconic sites, living palaces, exotic resorts, and picturesque safaris. Taj is all about the heart behind the method, with a service culture that has been nurtured over 116 years and practised throughout 50 global destinations.



2. SELEQTIONS

SeleQtions is a collection of carefully chosen experiences that encompasses a unique assortment of places with distinctive personalities. These locations provide unparalleled encounters for the experiential traveller because they have a compelling narrative underneath them, whether it is a historical lineage, a design philosophy, or just a creative premise. Even the cuisine is unique and peculiar to its premise, as is the theme, décor, and service.



3. VIVANTA

Vivanta is a stylish collection of hotels for business and pleasure that honours everyone's individuality. These locations, which are disruptive in their intent and demeanour, are filled with hints of surprises that make one feel special.

VIVANTA

4. GINGER

Ginger provides easy transition between work and play as a network of cleverly designed lodging spaces. These pit stops are mostly for millennials and baby boomers, allowing them to explore and improve their daily lives. This sassy range of new-age nodes across the nation are created for a smooth transit between a variety of extremes - individual and community, binge and detox, global and local. They are catered to the new Indian.

GINGER

An IHCL Brand

5. AMA STAYS AND TRAILS

Am Stays & Trails, India's first branded product in the homestay market, consists of a collection of heritage bungalows, guesthouses, and homestays at distinctive locations throughout the nation. These accommodations combine the grace and grandeur of a bygone era with modern comforts and warm service. The first such lodging option is am Stays & Trails, a collection of bungalows in the lush hills of Coorg and Chikamagalur that offers tranquilly in the midst of nature, authenticity and a strong connection to the destination, as well as activities like bean to cup tours that invite visitors to savour the unique flavours of India's coffee.

amã stays & trails

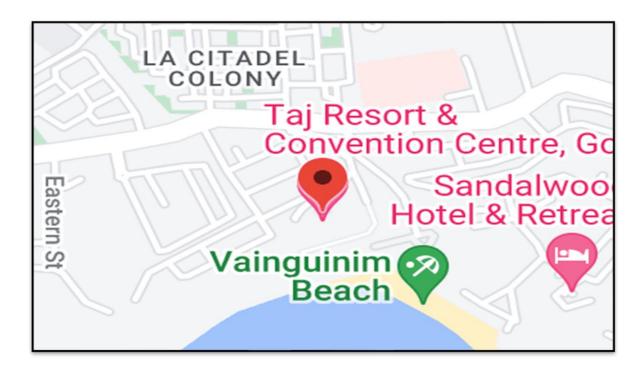
ABOUT TAJ RESORT AND CONVENTION CENTRE

Taj Resort and Convention Centre (TRCC) is located in the city of Goa known as Dona Paula. It is owned by MS Timblo Hotels and Resorts Pvt Ltd. The hotel opened its doors to guest on 14th February 2020. It has an amazing sea view as it is built facing the Arabian sea. The hotel has a bar named as "The Banyan Bar" is gets its name from a more than 200year-old banyan tree which also serves as a landmark for the hotel. The resort has 2 restaurants, namely BLD which is Breakfast, Lunch and Dinner, it serves buffet and also ala carte. The second is C2C which is known as Continental 2 Continental. It isn't yet operational. The hotel has a Spa, 2 infinity pools, Kids area, Gym. The hotel has a total of 299 rooms plus another 1 which is the hospitality suite. Out of the 299 rooms, 17 rooms are themed suites, with more than half of them facing the sea. The 7th floor of the hotel is the Taj club floor with suites and club rooms, and to top up the experience they have a 24/7 club lounge. As mentioned before the T floor which is the terrace has a yoga deck and a infinity pool which faces the edge of the sea. There also is a bar at the Terrace pool for quick service. Taj has their very own outlet namely the JIVA spa and the Taj Khazana which provides clothing and jewellery. The hotel has a 32-seat theatre which operates only on request. The hotel has 6 board rooms namely south 1 and 2, west 1 and 2 and other 2 board rooms. We also have the biggest ballroom in goa which is known as the Assembleia which can host more than 2000 guest and if needed this hall can be broken down into 3 separate halls.

Room Check-in Time: 2:00 PM

Room Check-out Time: 12:00 PM

(Early check-in and late check-out on request, based on availability of room)



Address: Vainguinim Beach, Dona Paula,

Panaji- Goa, 403004

Phone No: +91832-2454545, 6659234

Email: reservations.trccgoa@tajhotels.com

Cards Accepted: American Express, Diner's Club, Master Card, Visa, JCB International

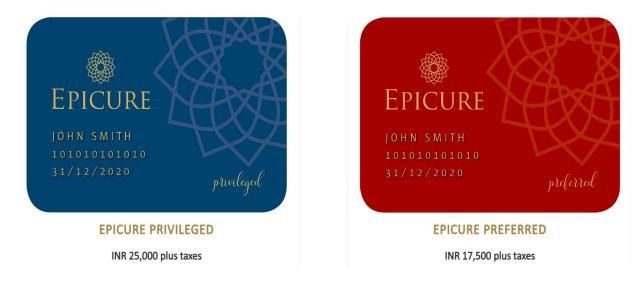
PETS ARE NOT ALLOWED

HOTEL FACILITIES

- 24 Hour room service
- Concierge service
- Laundry
- Wi-Fi availability
- 24 Hour in room dining
- Infinity Pool
- Upper Basement Pool
- Kids play area
- Spa & Saloon facilities
- Airport pick-up and drop
- Doctor on Call
- Taj Khazana
- Gym

MEMBERSHIP AT TAJ

The Taj membership is known as Epicure Privileged and Epicure Preferred. These both offer variety of coupons and discounts.



Comparison Between Epicure Privileged and Epicure Preferred:

Mode of Benefit	Epicure Privileged	Epicure Preferred
25% Discount on Dine-in & Takeaway	✓	 ✓
20% discount on Food & Beverage at Banquets	 ✓ 	✓
20% Discount on Qmin Food Deliveries	✓	✓
20% Discount on Spa Treatments at Jiva Spas	✓	✓
20% Discount on Salon Experiences	✓	✓
Add-on Card for enabling Discount-led Benefits for Spouse	✓	×
Complimentary Stay at Participating Hotels	1 Night x 2	1 Night
Complimentary Room Upgrade for One Night	✓	✓
Complimentary Set-Lunch for Two Persons	✓	✓
Complimentary One-time Spa Treatment with Access to Sauna and Steam	✓	✓
Complimentary Celebration Cake in Member's Birthday Month	 ✓ 	✓
Complimentary Private Dining Room Setup	✓	✓
One-time 20% Discount on Room/Suite Stay for Unlimited Consecutive Nights	5 🗸	✓
One-time 20% Discount on Annual Membership of Fitness Centre/ Spa/ Pool	✓	✓
20% Discount on Best Available Rate for Room/Suite Stay at Taj Palaces	Twice a Year	Once a Year
20% Discount on Best Available Rate for Room/Suite Stay at Taj Safaris	Twice a Year	Once a Year
One-time Access to the Pool, with Set Lunch & Wine at a Special Price	✓	✓
Exclusive Access to The Taj Club Lounge	Twice a year	×

1. Epicure Privileged

- a) Exclusive Discounts on a Wide Range of Services
- 25% Discount on Food & Beverage On dine-in & takeaway at participating restaurants across hotels for upto 10 persons.
- 20% discount on Food & Beverage at Banquets On dine-in & takeaway at participating restaurants across hotels for upto 10 persons.
- 20% Discount on Qmin On dine-in & takeaway at participating restaurants across hotels for upto 10 persons.
- 20% Discount on Spa Treatments On dine-in & takeaway at participating restaurants across hotels for upto 10 persons.
- 20% Discount on Salon Experiences On dine-in & takeaway at participating restaurants across hotels for upto 10 persons.

b) Unique vouchers for exquisite experiences

- Complimentary Night Stays
 2 vouchers for a one night stay each on the base category room including breakfast for two persons at select participating hotels
- Complimentary One Room Upgrade One-time one-level room upgrade for one night reserved directly at Best Available Rate
- Complimentary Set-Lunch for Two Persons For one time, at participating All-Day Dining restaurants across hotels.
- Complimentary Spa Treatment with Sauna and Steam

One-time sixty minute spa treatment and access to sauna and steam for one person at Jiva Spas across participating hotels.

- Complimentary Celebration Cake in Birthday Month Upon dining at participating restaurants across hotels on any day during member's birthday month.
- Complimentary Private Dining Room Setup Setup only, for one-time and for upto eight persons at participating restaurants across hotels.
- 20% Discount on Best Available Rate for Room/Suite Stay

One-time discount of twenty percent on Best Available Rate on direct booking of room/suite stay for unlimited consecutive nights.

 20% Discount on Annual Membership of Fitness Centre/ Spa/ Pool

For one time, on listed price of the membership(s), at the participating hotels.

• 20% Discount on Best Available Rate for Room/Suite Stay at Taj Palaces.

On direct bookings, for stays lasting upto five consecutive nights, twice a year.

 20% Discount on Best Available Rate for Room/Suite Stay at Taj Safaris

On direct bookings, for stays lasting upto five consecutive nights, twice a year.

• Exclusive access to the Pool, with Set Lunch & Wine at Special Price

For one-time and for upto four persons at INR 3,000 plus taxes and other applicable charges per person.

- Exclusive Access to any Taj Club Lounge Twice a year, for upto two persons, with complimentary tea/coffee service.
- Complimentary Add-on Card for Double Benefits For enabling sharing of discount-led benefits with member's spouse.

The Epicure Privileged is for INR 25,000 plus taxes.

1. Exclusive Discounts on a Wide Range of Services

- 25% Discount on Food & Beverage On dine-in & takeaway at participating restaurants across hotels for upto 10 persons.
- 20% discount on Food & Beverage at Banquets At participating hotels for upto 30 persons.
- 20% Discount on Qmin For food deliveries ordered via Qmin mobile application.
- 20% Discount on Spa Treatments At Jiva Spas across participating hotels.
- 20% Discount on Salon Experiences At participating salons across hotels

2. Unique vouchers for exquisite experiences

- Complimentary One Night Stay At base category room including breakfast for two persons at participating hotels.
- Complimentary One Room Upgrade One-time one-level room upgrade for one night reserved directly at Best Available Rate

- Complimentary Set-Lunch for Two Persons For one time, at participating All-Day Dining restaurants across hotels.
- Complimentary Spa Treatment with Sauna and Steam One-time sixty-minute spa treatment and access to sauna and steam for one person at Jiva Spas across participating hotels.
- Complimentary Celebration Cake in Birthday Month Upon dining at participating restaurants across hotels on any day during member's birthday month.
- Complimentary Private Dining Room Setup Setup only, for one-time and for upto eight persons at participating restaurants across hotels.
- 20% Discount on Best Available Rate for Room/Suite Stay

One-time discount of twenty percent on Best Available Rate on direct booking of room/suite stay for unlimited consecutive nights.

 20% Discount on Annual Membership of Fitness Centre/ Spa/ Pool

For one time, on listed price of the membership(s), at the participating hotels.

- 20% Discount on Best Available Rate for Room/Suite Stay at Taj Palaces On direct bookings, for stays lasting upto five consecutive nights, once a year.
- 20% Discount on Best Available Rate for Room/Suite Stay at Taj Safaris

On direct bookings, for stays lasting upto five consecutive nights, once a year.

• Exclusive access to the Pool, with Set Lunch & Wine at Special Price For one-time and for upto four persons at INR 3,000 plus

taxes and other applicable charges per person.

The Epicure Preferred is for INR 17,500 plus taxes

GROOMING STANDARDS AT TAJ RESORT AND CONVENTION CENTRE

- 1. <u>The well-Groomed Lady</u> HAIR
- Should be pulled back, away from the face & tied neatly throughout the shift.
- Fringes, layers falling on the face, plaits and braids are not permissible.
- Short Hair: 3 inches above the shoulder may be left open, pin away from the face
- Long Hair: Pin into a French roll or a bun with a net. Ponytail if worn must be above the collar
- Hair accessories should be black.

MAKE-UP

- Simple basic makeup is mandatory like Eyeliner, kajal, Blush and lipstick.
- Use foundation / Concealer to cover dark circles and blemishes.
- Sindoor, if worn must be applied neatly and in minimum quantity.
- Lip liners are recommended; they should match the lipstick used
- Red Lipstick is mandate. Lipstick colour code: 352 by Lakme, 001 by Colorbar
- A light shade of eye shadow, eyeliner, mascara is required.
- Earrings are compulsory.
- Socks if worn must be of skin colour.

2. <u>The Well-Groomed Gentleman.</u> HAIR

- Clean, neatly cut and not extending below the ears.
- Hair should be neatly combed in place with the use of hair gel or hair spray, Hair should not oily or greasy.
- Side locks should not exceed half the length of the ear, should be well trimmed and cut straight at the tip.
- Hair should not touch the collar and hair at the nape of the neck should be well trimmed or clean shave at all the times.
- Hair cut should be cut in a short and neat fashion. Mohawk haircut is strictly not allowed.

FACE

- Must be clean shaven. No stubble beard should be visible.
- Moustaches, if kept, should be neat and trimmed, above the lip level and not drooping over or covering the lips,
- No beard will be allowed. The only exception will be made for Sikhs and Islamic religion

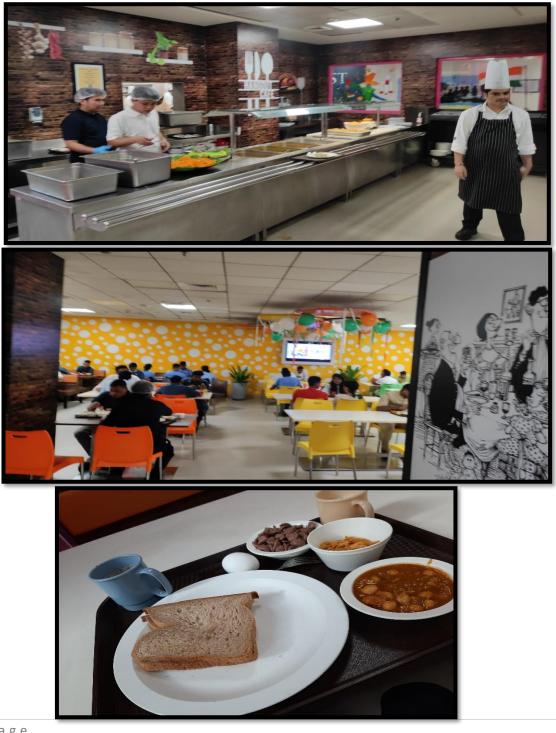
SOCKS

- Socks should be of single colour, matching with the colour of shoes
- Associates wearing socks with sandals will have to wear light brown or beige coloured socks.

FACILITIES FOR EMPLOYEES & TRAINEES

1. Canteen

The hotel has its own canteen for all the staff. The canteen offers 6 meals in a day which is, breakfast, mid-morning snack, lunch, hi-tea, dinner and a midnight meal. There is a buffet spread and the food menu keeps changing daily. The quality of food isn't compromised.



2. Siesta

The siesta is a resting room for the employees. The staff can take a quick nap in this room. The room has A/C too. The siesta is located near the locker rooms. There is a total of 4 siesta's: 2 for men and 2 for ladies. The siesta has bunker beds with pillows and bed sheets.

3. Recreational Room

This is a room for staff to have a fun time while on duty. The staff can play games like, ludo, chess, table tennis, carrom. Here in this room, all the staff from different departments come together to play games with each other in a friendly manner. It's a nice place to get rid of all the stress and tiredness of the day. the recreation room is open 24/7.





THE HOTEL DEPARTMENTS

TRCC has a total of 11 departments which act as the blood vessels for this hotel, with all these 11 departments in perfect sync is the real story to the success of the hotel. All these departments need to work hand-in-hand in order to ensure smooth functioning.

The 11 departments are:

- Front Office
- Food and Beverage Service
- Food Production
- Housekeeping
- Sales and Marketing
- Recreation
- Purchase
- Accounts and Finance
- Engineering and Maintenance
- Loss and Prevention
- Security

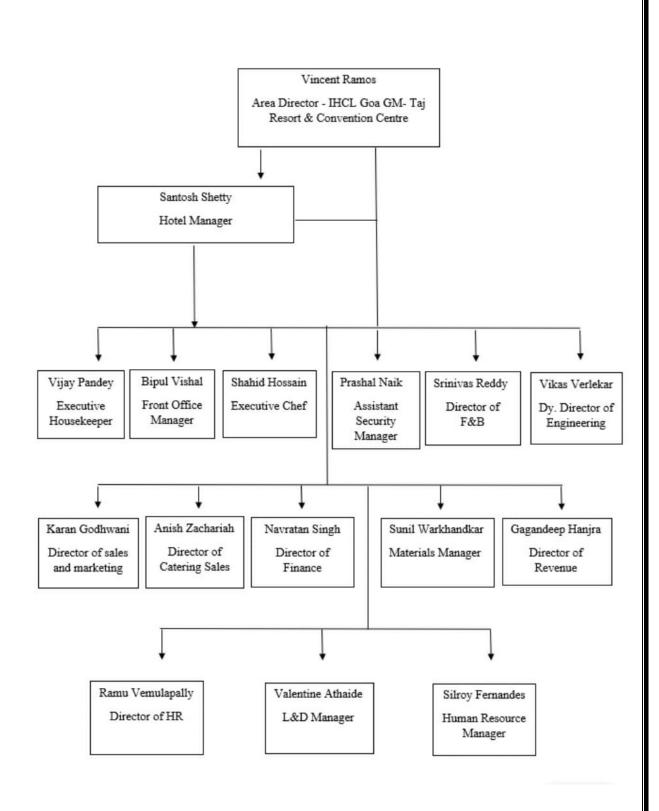
HEAD OF DEPARTMENTS

General Manager	Mr. Vincent Ramos	
Hotel Manager	Mr. Santosh Shetty	
Director of finance	Mr. Navratan Singh	
HR manager	Mr. Silroy Fernandes	
Front office manager	Mr. Bipul Vishal	
Executive chef	Mr. Shahid Hossain	
Director of engineering	Mr. Suraj Latkar	
Executive housekeeper	Mr. Vijay Kumar Pandey	
F&B manager	Mr. Srinivas Reddy	
Director of sales &	Mr. Karan Godhwani	
marketing		
Chief security	Mr. Vinod Kumar	
IT manager	Mr. Nishad Sulkeri	

TAJ RESORT AND CONVENTION CENTRE SAFETY COMMITTEE



HIERARCHY OF TAJ

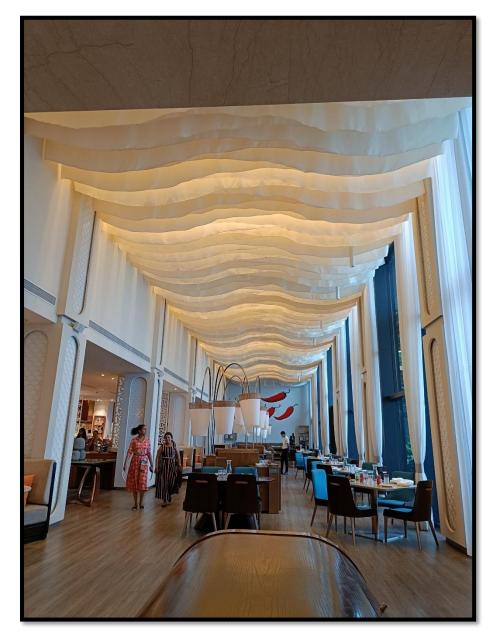


F&B OUTLETS

1. BLD

The name of this restaurant stands for Breakfast, Lunch and Dinner (BLD). The restaurant has indoor as well as outdoor seating, with glass panels which separate the two. It has a amazing sea view.

There is buffet for all 3 meals and also the option of à la carte here at this restaurant.



BREAKFAST

Baker's basket / 450 Selection of fresh homemade pastries and healthy bakes, served with preserves

BEVERAGES -

- Smoothies / 295 Choice of banana | papaya Iuices / 295
- Choice of pineapple | watermelon| sweet lime | carrot and ginger | tomato and celery | cucumber and mint
- Lassi / 295 Traditional Indian buttermilk, served sweet or salted Cold coffee/Hot Chocolate / 295

LOW CALORIE -

- Fruit platter / 425
 Selection of seasonal fresh fruits
- Warm oat meal and dry fruit porridge / 495
- Please check with our associates for soymilk if required
- Cereals / 495
 Choice of muesti | coco pops | corn flakes | granola
 Hot or cold milk
 Please check with associates for soymilk if required. Egg white omelet / 525
- beans, mixed leaves salad, herbs

EGG SPECIALTIES

- Two eggs any style / 375
 Fried I scrambled I boiled I poached
 Prime bacon, hand cut boatto wedges, breakfast pork
 sausage and grilled tomato
- Indian masala omelet / 375 Flat omelet with tomato, green chilli, onion and coriander, hand cut potato wedges and grilled tomato

INDIAN SPECIALTIES Idli / 575 Steamed rice cakes, sambhar and trio of chutneys

BREAKFAST

MENU

- Masala uthappam / 575 Rice and lentil pancakes with o
- ancakes with onions, chilli, tomatoes and sambhar and trio of chutneys fresh coriander,
- 🖬 Upma / 575 Upma / 575 Tempered semolina, onions, chilli, tomatoes and fresh coriander, sambhar and trio of chutneys
- kanda poha / 575 Tempered flattened rice flakes, onions, chilli, tomatoes and fresh coriander, trio of chutneys
- Aloo paratha / 575 North Indian stuffed flat bread, mildly spiced polato, set curd and pickle, laccha onion
- Dosa / 575 South Indian rice and lentil crepes, mildly spiced polato, sambhar and trio of chutneys

Vegetarian E Non Vegetarian All prices are in INR and exclusive of applicable Government taxe m our associates if you are allergic to any ingredients. We levy no

■TEA -ASSAM .

Choti tingari / 295 Hathikuli / 295

DARJEELING:

- Spring white, single estate mim / 295 Makaibari, single estate / 295
- GREEN TEA
- Gopaldhara / 295
- Jasmine / 295
- Earl grey / 295
- English breakfast / 295

Masala / 295

Toj house blend / 295 A unique tea blend of Assam and Darjeeling tea offering ar elegant flavours and a full bodied taste

Chamomile and lemongrass / 325

Rooibos with cinnamon and apple / 325

COFFEE -

French press / 295 Espresso / 295 Cappuccino / 295 Café latte / 295 Americano / 295 Mocha / 295

ALL DAY MENU -

SOUP -

Roasted mushroom and garlic soup / 525

Tomato basil soup / 525 Herb croute

- Hot and sour chicken soup / 595 With black jelly fungus, shiitake, tofu and chinkiang vinegar Vegetarian option available / 525
- Sweet corn chicken soup / 595 Creamy corn and chicken soup with egg drop Vegetarian option available / 525

SALAD -

- Mixed leaves salad / 595 Cucumber, tomatoes, olives, red onions feta and greens, lemon garlic dressing
- Caesar salad / 695 ith shaved reggiano and garlic roasted chicken

APPETIZERS -

- Kebabs selection / 795
- mourtment of tandoori morsels-marinated fish, chicken and lamb, mint chutney. Chicken satay / 695 Peanut sauce, pickled w
- Goi cuon / 595 Rice paper rolls with lettuce, chiffonade of vecetables, roasted peanuts and sweet chilli
- Vegetarian kebabs selection / 645 Assortment of tandoori morsels of pan

- BURGER, SANDWICH AND WRAP-Wegetable burger / 595 Crisp fried patty of soya nuggets, potato and spri vegetable burger, jalapeño and cilantro, tomatoe and balsamic onions, house salad and fat chips
- Taj burger / 695 Tenderloin burger patty, cheese, tomato, cuc onions, fried egg, sesame seed crusted bun, house salad and fat chips
- Chicken burger / 695
 Rosemary and gartic scented chicken burger pa cheese, tomato, cucumber, onions, fried egg, seed crusted bun, house salad and fat chips
- Club sandwich / 695 Choice of toasted sandwich-brown | multigrain |
- white bread. All filling of ham, roasted chicken mixed salad, bacon, fried egg, cheese, tomato, lettuce and cucumber, house salad and skinny chips **Vegetarian option available / 595**
- Reanser kathi roll / 595 Tandoor cooked cottage cheese rolled in flaky Indian bread, pan grilled, kachumber salad an mint chutney

Penne aglio olio e pepperoncino / 695
 Garlic chilli flakes and herbs

Fusilli alfredo / 695

Spaghetti seafood / 795
 Fish, prawns, calamari and fresh garden thyme, basil tomato sauce

All prices are in INR and

PASTA -

GOAN SPECIALTIES -

- Nustache koddi / 795 Goan fish curry
- Kombdechim xacuti / 795 A Goan chicken specialty, roasted spices
- Tarkarachem hoomand / 695 Traditional mixed vegetable coconut curry
- Koju and mushroom peas xacuti / 695 Button mushroom, cashew nuts and peas cooked traditional blend of roasted grounded spices and
- Goan dal masala / 595 Yellow lentils tempered with curry leaves, m
- Goon rice / 395
 Par holled unpolished rice from the local fields

RICE, NOODLES AND ASIAN

- STIR-FRIES -
- Yang chow fried rice / 595
 Ham, chicken and prawns
 Vegetarian option available / 525
- Hakka noodles / 645 consetivity noodles, seasonal vegetables, chicken and
- Arabian sea prawns Segetarian option available / 525
- Kung pao chicken / 795 Sichuan peppers, onion, bu jelly fungus, carrot, scallior
- button mushrooms, shiitake, black ions, peanuts, chilli sauce Stir fried pork / 795
 Peppers, onion, button mushrooms, shiitake fungus, carrot, scallions, Sichuanese pepper
- ake, black jelly percorn sauce
- Thai chicken red/green curry / 795 Traditional Thai curry, chicken, jasmine
 Vegetarian option available / 695
- Wok fried vegetables / 625 Stir-fried with soy, scallions and roasted garlic
- 🔳 Mapo tofu / 625 nushrooms, shiitake and dry chilli
- Vegetarian 📕 Non Vegetarian rrmment taxes. Please inform our associates if you are allergic to any ingredients We levy no service charge.

Radhai vegetables / 695 Pan tossed vegetables, tomato, onion, roasted spices Pav bhaji / 595 Soft buttered buns, spicy vegetable curry and onion salad

COMFORT MAINS -

- Paneer tikka butter masala / 695 Cardamom flavored tomato sauce and sun-dried fenugreek leaves
- Dal makhani / 595 Overnight simmered black lentils, double cream mild spices and butter
- Dal tadka / 545 eric, golden brown garlic, cumin and
- Curd rice / 345 Tempered curd and rice preparation, papad and pickle
- Butter chicken / 795
 Tandoor cooked chicken in cardamom flavored tomato
 sauce, butter and sun-dried fenugreek leaves
- Mutton roganjosh / 795 Traditional preparation, whole spices
- Dum mutton/chicken biryani / 795
 Saffron, brown onion, mint, spiced yogh papad and pickle
 Vegetarian option available / 695

SIDES -

- Steamed rice / 195
- Raita / 195
- Indian breads / 195
- French fries/potato wedges/mashed potato / 225

SWEET EATS -

- New York style cheesecake / 425 Creamy baked cheesecake with digestive cookle base, hint of lemon
- Chocolate earl grey marguise / 425 Milk chocolate ganache infused with earl grey tea
- Choice of Icecream / 325 Vanilla, butterscotch, chocolate Gulab Jamun / 395
 Reduced milk dumplings in cardamon flavored sugar syrup
- Goan sweet platter / 645 Dodol, serradura, bebinca

2. IRD

IRD is known as in-room dining. Here you can enjoy a selection of dishes from various cuisines in the comfort of your own room. You can call room service and place your order or customize your meal according to your choice.

BREAKFAST- 07:00 AM TO 11:00 AM ALL DAY MENU- 11:00 AM TO 11:00 PM NIGHT MENU- 11:00 PM TO 07:00 AM

3. The Banyan Bar

This bar is named as "The Banyan" as it is named after the banyan tree which has been there at the spot for more than 200 years and it still exist there. The Banyan Bar serves alcoholic beverages. It has arrangements for indoor as well as outdoor seating with the view of the Arabian sea. It has one of the extensive menus that covers regional classics, wraps, bowls, smoothies, comfort food, savouries, and also desserts. Sometimes the Banyan bar is also used to host breakfast and Hi-tea when the hotel is completely booked. The bar is open from 11 am to 11 pm.





4. C2C

This is another restaurant of the hotel. The term C2C is expanded into Continental 2 Continental which is basically a restaurant which will serve continental food. It isn't yet operational, as the menu isn't yet decided and rumours spread that the management want to change the name of the restaurant. The restaurant is completed done up with high ceiling with indoor as well as outdoor seating.

RECREATION FACILITIES

This department is managed my Miss. Sydell who operated and manages the pool, spa, Taj Khazana and kids area

1. Jiva Spa

It is a brand owned and operated by the Taj groups. The spa timings are 8 am to 8 pm. The spa offers facilities like, Indian therapies, Aromatic therapies, Ayurvedic therapies. The spa has different categories of rooms for massage consisting of sea view as well. Couples getting married here are sometimes given complimentary massage at the best spa room having a sea view. The Jiva also is a saloon which offers facilities to both men and women.



2. Kids Area

The kid's area is a place where the guest can leave their kids and have their own personal time. The kid's area is operational from 9 am to 6 pm. The staff ensure taking care of the kids and organise games and activities like painting, drawing, card making etc in order to keep the child entertained. The kids are also served with meals. However, the parents' consent is taken before they can hand-over the kid to the kid's area.



3. Infinity Pool

The hotel has 2 infinity pools, one is in the Upper Basement which is near the gym and the other pool is on the T floor which is the terrace floor. The pool on the upper basement has a sea facing but it doesn't have a height while the terrace pool is also having a sea facing but this pool has a massive view as it is on a terrace floor. Both the pools are 5 feet and diving or jumping isn't allowed in any of the pools. Both the pools also have a small kid's pool attached





4. Taj Khazana

This brand was started around 32 years ago. This outlet has dresses, jewellery, make-up and lots more for both men and women. This luxury chain stores are currently located in various cities in Taj hotels like, Mumbai, Kolkata, Bangalore, Delhi, Hyderabad, Goa and Chennai.

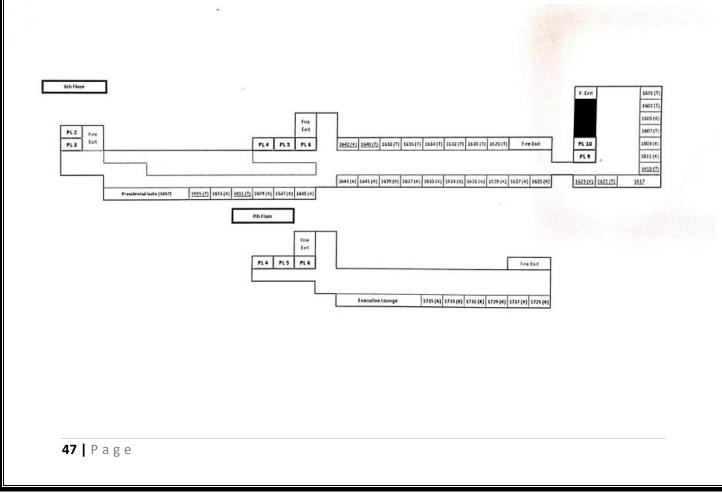


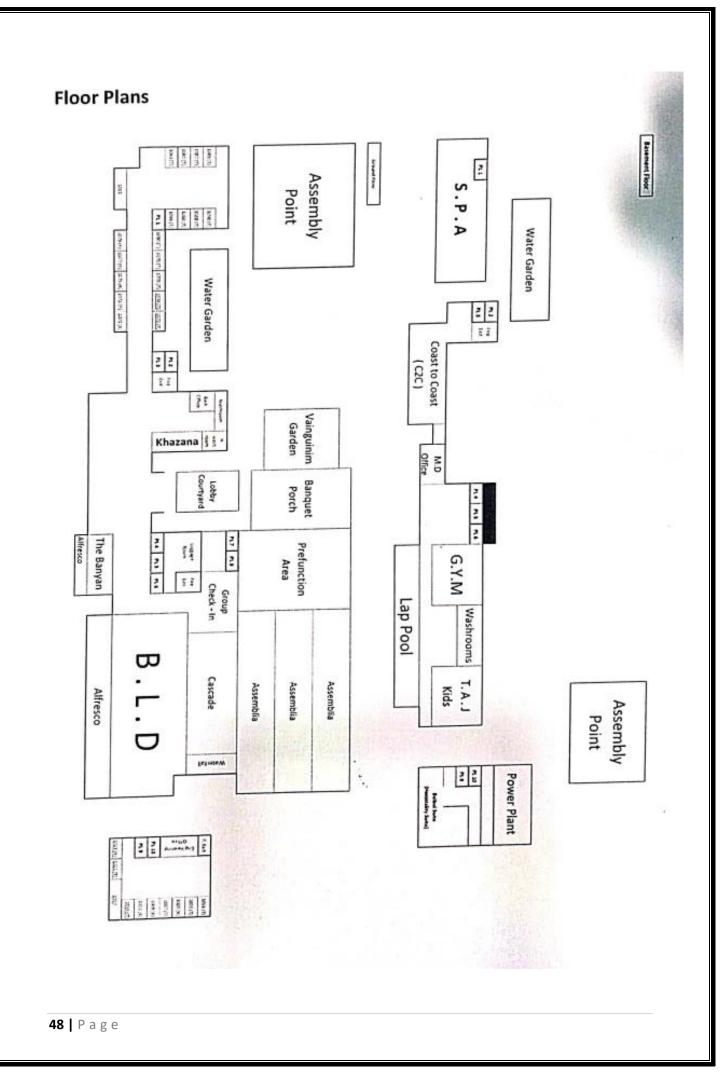
TAJ RESORT AND CONVENTION CENTRE PROPERTY STRUCTURE

The hotel has a total of 299 rooms and 1 room which is a hospitality suite for the hotel owners. The hotel has 4 blocks which is Block A, Block B, Block C, and Block D. the hotel is 7 floors plus a terrace which has the pool. Ground has the lobby, rooms and the 1st to 7th floor has rooms. The 7th floor has suites for Taj club members. The 6th floor, room number 1647 is the presidential suite which is the most expensive one in the hotel.

The gym, infinity pool, steam and sauna, and kids area is on the upper basement floor, which the terrace pool is on the terrace along with the yoga deck. The 1st floor has the meeting rooms and small party halls.

Here are a few pics of the hotel structure.





ROOM FACILITIES

- Mini- Bar, Safe Deposit, Cable Tv (Tata-Sky), Wi-Fi Facilities, Wardrobe, Full Length Mirror, Hair Dryer, Iron and Ironing Board, Shower Cubical and Bath tub, Toiletries, Bath Linen, Data Port, Telephone, DVD Player.
- Different types of Tags like, DND, NO-TURN-DOWN, MAKE-UP-ROOM, etc... are available on the LED touch screen panel which then displays on the outside screen.
- All lighting of the room can be operated using the touch screen panel.
- The curtains are controlled using IOT (Internet of things), where in as soon as the guest checks in the room, the curtains open up on their own. How-ever the curtain can be opened and closed using the touch screen panel which is provided in the room.
- There are only Non-Smoking rooms in the hotel. A penalty will be charged to the guest on check-out if this is violated.



50 | Page

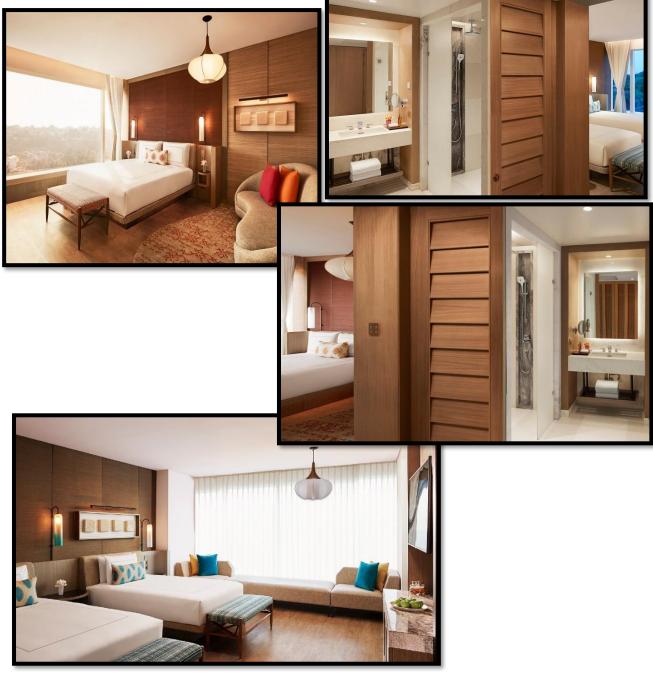
ROOMS

Superior Rooms	26 King, 85 Twin	35 to 38 sqm
Deluxe Sea View Rooms	39 King, 14 Twin	37 to 42 sqm
Luxury Rooms	05 King, 35 Twin	52 sqm
Luxury Sea View Rooms	52 King	42 to 51 sqm
Taj Club Sea View	26 King	51 sqm
Rooms		
Deluxe Suite	05 King	82 sqm
Luxury Suite	07 King	87 sqm
Grande Luxury Suite	03 King	108 sqm
Hospitality Suite	01 King, O1 Twin	150 sqm
Presidential Suite	01 King	175 sqm

TYPES OF ROOMS

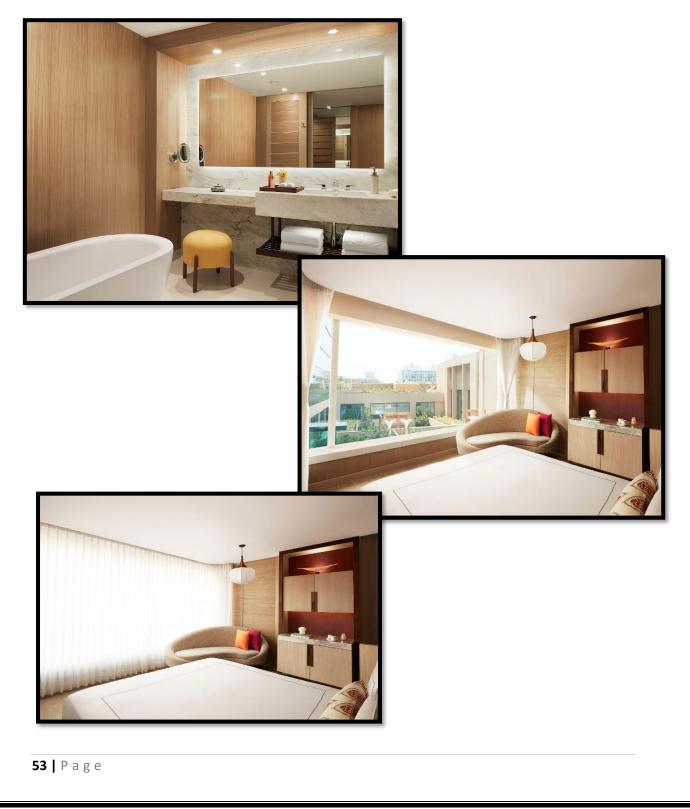
SUPERIOR ROOM

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



LUXURY ROOM

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



DELUXE ROOM SEA VIEW

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







54 | Page

LUXURY ROOM SEA VIEW

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







55 | Page

TAJ CLUB SEA VIEW

Verdant ledges complement the views of the sea as you look on from the comfort of your bed. At 51 sqm, our Taj Club rooms up the luxury quotient, complete with an open-view bathroom and Taj Club amenities. Tea/Coffee maker, Flat-screen HDTV, minibar, and complimentary Wi-Fi for 4 devices add to your comfort.



DELUXE SUITE

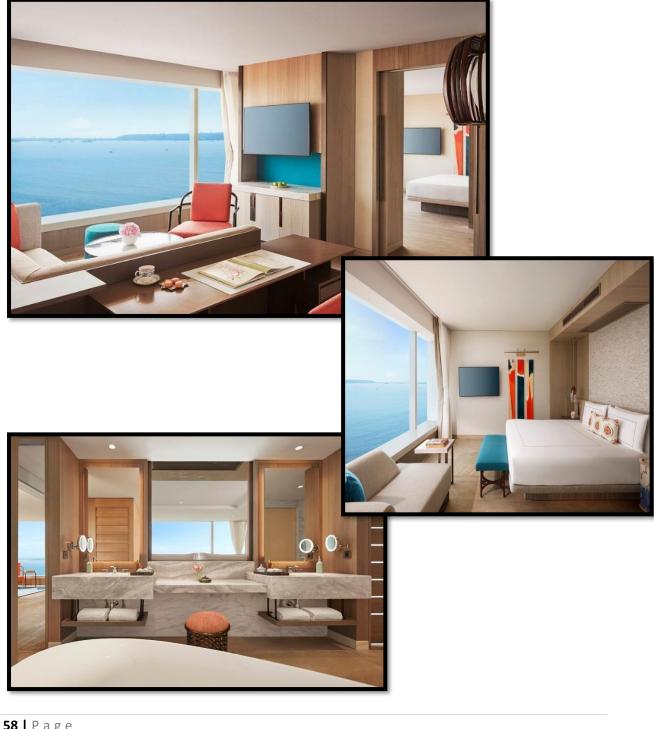
Let your mood move with the moods of the sea in our seafacing Deluxe Suites. At 83 sqm, they are steeped in the enviable luxury of space, views, and warmth. A 7-fixture bathroom, King Bed, Tea/Coffee maker, Flat-screen HDTV, minibar, and complimentary Wi-Fi for 4 devices add to your comfort.



57 | Page

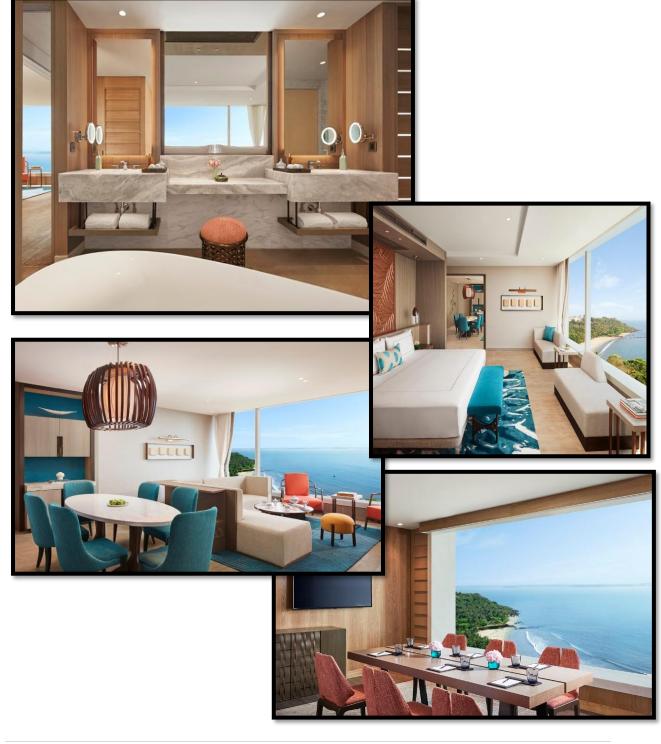
LUXURY SUITE

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



GRANDE LUXURY SUITE

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



PRESIDENTIAL SUITE

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



HOSPITALITY SUITE

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



FRONT OFFICE

Front Desk is a very important department in the hotel, making direct contact with guest. The main function of this department is Reservation, Guest service, Check-in, Check-out, Telephone, Finance & Cashiering, Foreign Exchange, Room Assignment, Inquiry etc.

The Front Office is also called the nerve centre of a hotel. It can be defined as a front of the housing department located around the foyer and the lobby area of a hospitality property. As this department is located around the foyer area of the hotel and is visible to the guests, patrons and visitors, they are collectively called "Front Office".

Should guests have any problems or require to appreciate or comment, they would normally go directly to the Front Office, because it is convenient to contact and converse with other departments. Therefore, this department is the direct delegate to link the work and report the consequence to other departments.

This department is one of the major operational and revenueproducing departments of the hotel which generates two-thirds of the revenue earned by a hotel from the sale of the guest rooms. It involves in providing valuable services to the guests during the entire guest cycle consisting of Pre-arrival, Arrival, Occupancy and Departure.

DUTIES OF FRONT OFFICE DEPARTMENT

- Handling guest accounts
- Making reservations
- Handling guest complaints
- Selling of hotel rooms and services
- Ensuring comfortable and smooth stay of the guest
- Communication with other departments of the hotel to ensure smooth functioning.
- Making updates in hotel system.
- Ensuring guest satisfaction.

THE FRONT OFFICE DEPARTMENT AT TAJ RESORT AND CONVENTION CENTRE HAS 4 MAIN DESKS WHICH ARE:

1. Reception

This desk is responsible for welcoming the guest in the hotel, guiding them to their rooms, solving any problems and also to do any formalities if needed, etc.



2. Duty Manager Desk

This desk is where the DM which is the Duty Manager is situated. This manager is the in-charge of the shift and supervises the entire floor for that period. He or she ensures that everything is under control and also welcomes guest and assists in departures.



3. Cashier Desk

This desk is responsible for handling payments of the guest.

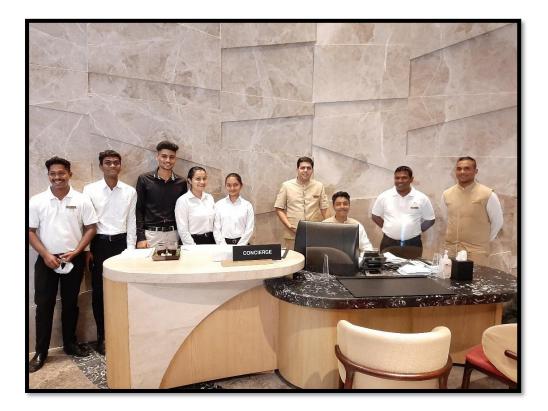


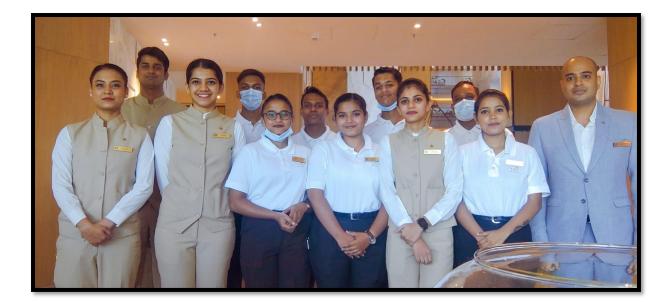
4. Concierge Desk

This desk is responsible for helping in luggage movement from the lobby to the room and back, and also in case of room move then the bell boys do help in that too. The desk is also responsible for making bookings for taxi, bus, etc. the desk keeps tracks of arrivals in-case of group arrivals and ensures that everything goes under control.



FRONT OFFICE DEPARTMENT AT TAJ





CHECK-IN PROCEDURE AT TAJ (FIT)

There are 2 types of check-in.

1) Desk Check-in

This check-in is done by the receptionist at the lobby itself, where all documents and required details are collected from the guest and then a room is assigned.

2) Room Check-in

This method is where the check-in formalities are done in the guest room itself. The receptionist accompanies the guest to the room and then completes all required formalities and collected and scanning of documents.

Let's see the procedure of both these check-in methods.

1) DESK CHECK-IN

- As soon as the guest arrives in the hotel, he is welcomed and given a welcome drink.
- He is then seated on the couch and asked for the documents required.
- He is made to fill up the forms and sign certain papers,
- Once this is done, the room number is allocated to the guest.
- The guest then identifies the luggage and the staff informs the bell boy who then writes the room number of the luggage tag.
- The luggage is then dropped to the room.

- Sometimes a staff may follow the guest to their room while sometimes the bell boy guides the guest.

2) ROOM CHECK-IN

- When the guest enters the hotel, he is welcomed and made to sit on the couch.
- Then the guest is offered welcome drink until the hotel staff comes to the guest.
- As soon as the staff meets the guest, the guest is taken to the room. (This is done when the room number is already booked by the guest)
- The required documents are taken from the guest and the guest is made to sign up forms in the room itself.
- The staff thanks the guest and wishes them a amazing stay and then leaves the room.
- This is a more comfortable method to the guest.

CHECK-IN PROCEDURE AT TAJ (GROUP)

- The rooming list is being received in advance by the reservation department.
- The list of guests' names is kept printed out on an A6 page and includes the name of each guest as well as any other guests who may be sharing that guest's room.
- The keys were prepared the day before.
- The guest is given the key card after confirming the documents and the name of the guest.
- Directions to the rooms are given to the guest, example 1543 is on the 5th floor.



CHECK-OUT PROCEDURE AT TAJ (FIT)

- The visitor phones guest services and asks to have a bellboy bring his luggage up to his room.
- The key is given to the front desk employee once the guest either clears the payment the day before or on the day of departure.
- The guest is then given a printed copy of the bill.
- The hotel car/taxi or guest's personal car is where the bellboy is supposed to put the guest belongings.
- The front desk then logs the room as empty and alerts cleaning to the mess.

CHECK-OUT PROCEDURE AT TAJ (GROUP)

NOTE: The only difference in the check-out process for groups is that a letter notifying the rooms that a group check-out is scheduled for the following day is delivered one day in advance. Also, kindly pay any outstanding costs, such as those for additional room service, laundry, etc. It is also stated that the Concierge must be notified at least 45 minutes in advance if any luggage assistance is required.

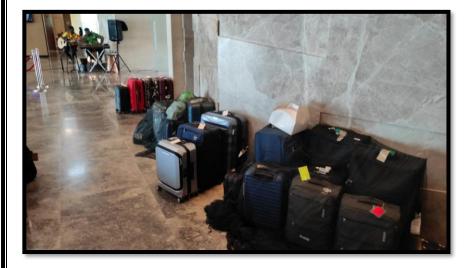
TASK PERFORMED WHEN I WAS IN THE FRONT OFFICE DEPARTMENT

1. Luggage Movement

Luggage movement is done by the bell desk team which is the concierge desk. I was a bell boy at the front office for a while. We had to move luggage using trolleys. So, luggage movement is of 3 types

- Check-in Luggage

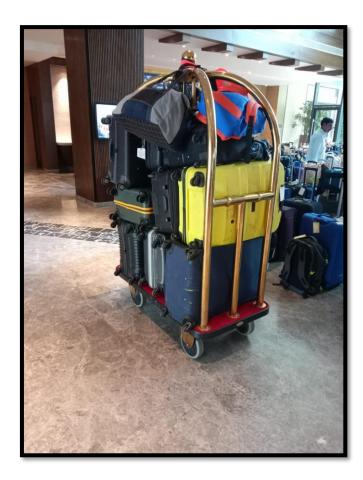
In this the luggage is tagged by the bell boy and when it is identified by the guest, the room number is written on the tag and the luggage is sent to the guest room.





- Check-out Luggage

In this the luggage is picked up from the guest room and is then kept near the departure luggage row. Its always important to check that every bag is tagged with the room number mentioned on it.



- Luggage Room Move

This is shifting of luggage from one room to another. The guest luggage tag needs to be changed to the new allocated room. Sometimes the bell boy himself does the room move wherein he himself shows the room to the guest.

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	Room Name Description 1963	-> 1353	
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CAROL / 1	To Place Packets		
	To Deliver Message		
	Sign of Bell Boy	Date	

TROLLEY USED FOR LUGGAGE MOVEMENT

1. ELEPHANT TROLLEY



2. SMALL TROLLEY



2. Putting Luggage Tags

So, this is a very important task. As soon as the luggage is scanned and got in, the tags need to be put on each and every bag, to avoid confusion. The tags consist of the room number which is written once the guest identifies his or her luggage and then this helps in delivering to the right room and also helps at the time of departure. If tag is lost which collecting bags during departure, then we must put a new tag and ensure mentioning the room number. The Luggage Tags consists of,

- Hotel Name
- Guest Name
- Guest Room Number



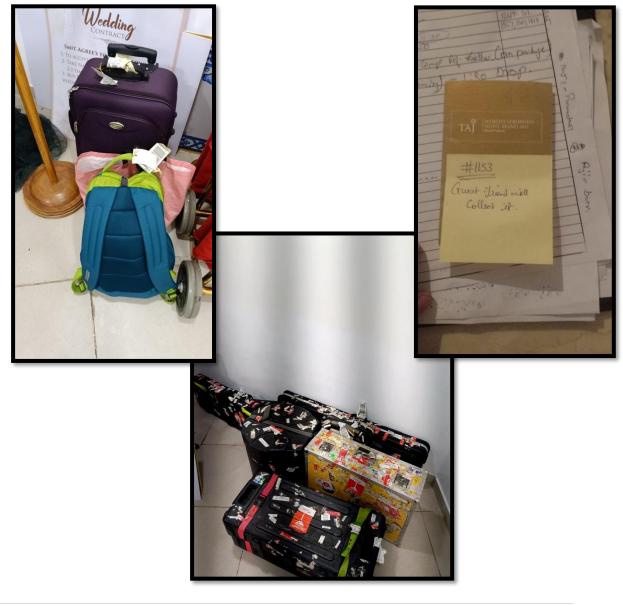
3. Placing special items in guest rooms

We had to place items or articles which made sometimes be food, in the guest room. Sometimes the guest would also leave shopping bags which had to be delivered in the guest room. So, once we drop it in the room, we click a picture and upload in the concierge WhatsApp group with the number of items and room number.



4. Storing luggage in LLR

Sometimes guest leave their luggage in the hotel and collect it after some days or sometimes they check-in again after a few days. In this case we must attach a luggage tag to the bags and take the guest's name, phone number and date on which he will come to take the luggage, and this should all be mentioned on the luggage tags. Then the luggage should be placed in the LLR, which is Left Luggage Room and a photo should be clicked and uploaded on the concierge WhatsApp group by mentioning all the details.



5. Checking pending balance at time of checkout

So once the guest luggage has been brought down from the guest room by the bell boy, we have to check whether the guest has settled the bills. If any pending bills, then we have to inform the guest to pay and we don't release the luggage until all bills are settled. The pending balance is checked on the system which is OPERA.

Exit Reservations Front Desk Cashiering Rooms Management End Of Day Miscellaneous Setup Heip Armvals Company Corp. No. ConfDickt No. Setup Advanced Status Group Block Merring From 15-08-22 Arrival To 15-08-22 Arrival To 15-08-22 In House Accounts Contact IATA No. Party Communication	
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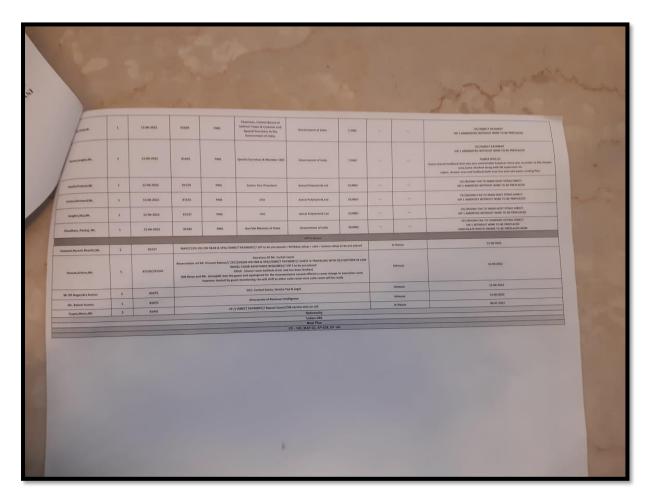
6. Garlanding the guest

For weddings and VIP guest we had to put garlands made of sea shells around their necks. In case the guest didn't want it around their necks then we would hand it over to them, they would either wrap it round their hands or just carry it along with them.



7. Reading the NETMA

The term NETMA means, No-one Ever Told Me Anything. This is a sheet of paper which consists of all the details for the day. Such as the number of FIT arrivals, Group arrivals, FIT departures and Group departures. It also has the name of VIP guest arrivals, departures if any, and also about the in-house VIP guest. It also has details of any events happening on the property and also about the various outlet timings for the day. Also, special guest, complaints, praises, and requirements are mentioned on the NETMA. It is very important to real it as soon as you report to duty.



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8. Handling missing luggage or lost/ left behind items

Sometimes there were cases of missing luggage, in this case we had to check the security cameras by taking permission from the security manager. In case of lost or left behind articles in the room like gold chains, rings, mobiles, etc. we had to first click a picture of the item without moving it and then inform the housekeeping staff on that floor and block. The housekeeping staff would then inform his supervisor and then he would click a picture too. Then I had to contact my supervisor and take permission to bring it to the lobby. I had to hand it over to the supervisor and then the supervisor would submit it to the lost and found department.



9. Providing Welcome Drinks to Guest

We have to offer welcome drinks to the guest who arrive at the hotel. The drinks were made based on the number of arrivals for that particular day. the welcome drinks were placed on a wooden tray on which a banana leaf was placed along with a few flowers.

The welcome drinks are served in Kulards which is small Clay pots.

The welcome drinks come in various flavours like,

- Lemonade
- Orange Punch
- Kokum
- Coriander sprite
- Pudina





For VIP guest, the welcome drinks were,

- Tender Coconut Water
- Champagne
- Peach fuzz punch

For VIP guest the welcome drinks are served in a different and more special manner. The coconut water is served in a freshly cut coconut placed in a basket with a straw. Also, VIP drinks are served in special glasses.



10. Washing of Welcome Drink Cups

At the end of the day the person in-charge needs to wash the kulards in the pot wash and discard any damaged cups. Once washed the cups need to be properly stacked and ensured to be dried.



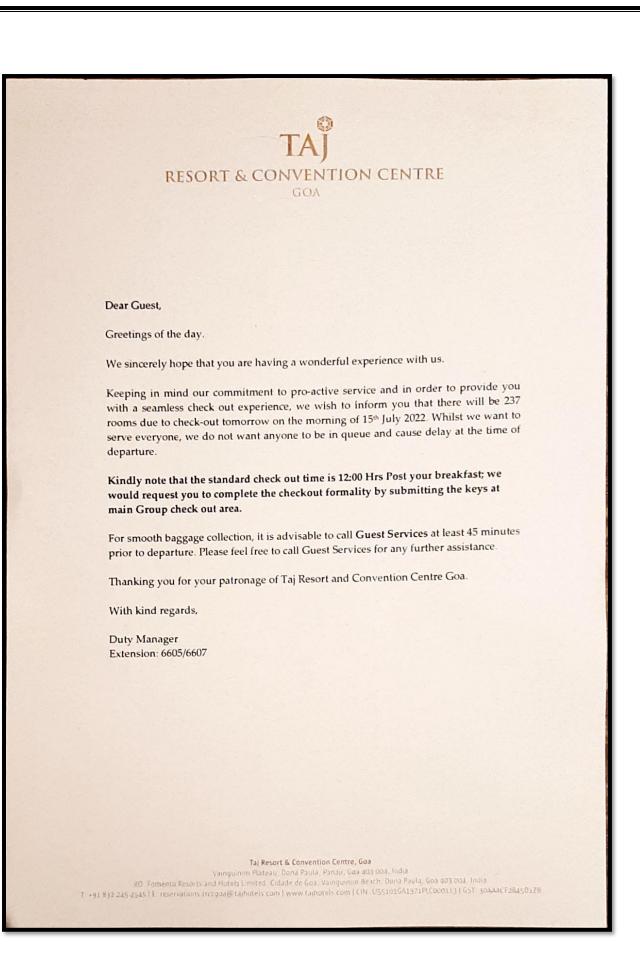
11. Clearing and Stocking of Welcome Drink Fridge We need to ensure that the Fridge which is used to store welcome drinks is kept clean at all times. If any empty bottles in the fridge, then they need to be discarded. The new stock of welcome drinks needs to be collected from The Banyan. (The quantity needs to be told beforehand). The welcome drinks need to be properly stacked in the fridge according to flavour and a picture needs to be taken and uploaded on the group informing everyone about the status of the fridge.



12. Doing Slip-in's

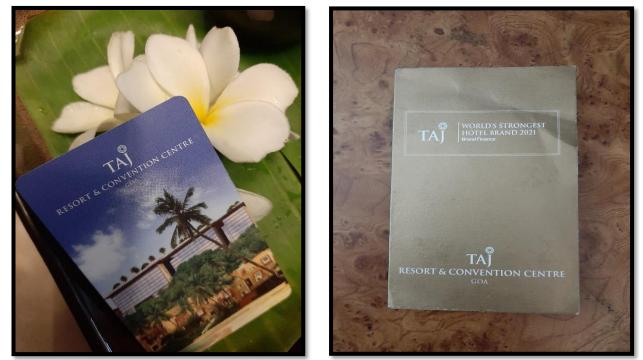
We had to do slip ins in the guest room. Specially during weddings and conferences. The slip ins could be about departure timings, hi-tea, or even the bills of the guest. We have to do sometimes individually 250 plus rooms during weddings and conferences. The slip ins are done based on the list given to us by the employee on duty.

*A copy of a slip in is attached below.



13. Making Key Cards

We had to make key cards for the guest rooms. Whenever there were weddings, conferences or any big group arrivals, we had to make sure to print key cards and put them in the allocated key card packet, and write the room number on it.



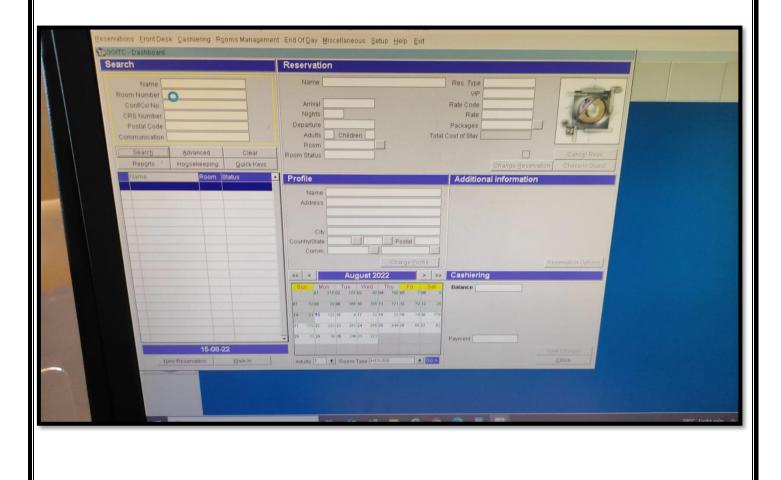
Nelcome to Taj Resort & Convention Centre, Goa.	INTERNET ACCESS
We are delighted to have you with us and wish you a memorable stay.	Your personalised Login ID and Password are mentioned below.
Name	TAÏ
Room No	RESORT & CONVENTION CENTRE
Arrival Date	200 CA
Departure Date	
Room Tariff*	
*Taxes extra as applicable.	

14. Updations

Updations is basically making updates on the hotel computer system. It includes updating the guest who have checked-in or checked-out, updating guest documents, adding new guest to hotel system, etc.

15. Checking pending arrivals and departures

The Opera system allows us to check how many arrivals and departures are left for that day. it also shows how many VIP, FIT and group arrivals are pending. We need to check this and inform the other staff and trainees so that they can be aware of it.



16. Guiding the guest

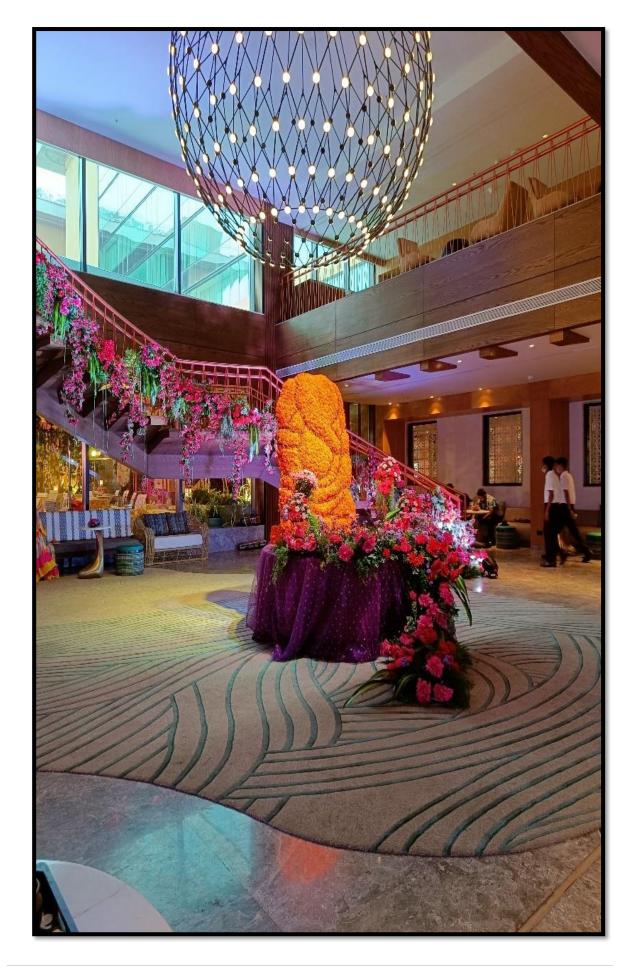
the most important task is to guide and assist the guest. We need to ensure being polite at all times and to guide the guest whenever they ask or seem to be in need of any sort of help. The trainees are kept as major portion to guide and communicate with the guest so that they have a very good experience in handling guest situations.

17. Major events and weddings, Check-in

We are informed in advance, in case there is any wedding or any event. We have to ensure that the key cards are ready, the luggage trolleys are kept ready and clean.

As soon as the guest arrive in busses, we unload them and scan the luggage and stack them in an order in the group check in lobby, after tagging each bag. We then guide the guest towards the group check-in counter where they get their rooms allotted. They then come and identify the luggage, after which we mention the room number on the luggage tags. The guest then is informed that the luggage will be dropped inside the guest room.





92 | Page

ARRIVAL PATTERN FOR GROUP ARRIVALS

	Arrival Pattern	16.06.2022	
S. R.	Grp Name	ETA to the Hotel	Pax
1	Zydus Lifesciences Limited	14:00	160
2	Zydus Lifesciences Limited	15:00	80
3	Zydus Lifesciences Limited	16:00	180
4	Zydus Lifesciences Limited	17:00	80
	Total		500

	Arrival Pattern 21.0	06.2022	
S. R.	Grp Name	ETA To the Hotel	Pax
1	TATA MOTORS	02:10	2
2	TATA MOTORS	07:15	2
3	TATA MOTORS	08:50	1
4	TATA MOTORS	13:45	14
5	TATA MOTORS	14:10	8
6	TATA MOTORS	19:00	2
	Total		29

18. Major events and weddings, Check-out

The day before departure, we do slip-ins to inform all the guest about the check-out time and if luggage assistance needed then they should contact the desk 30 mins beforehand. On the day of departure, the staff is divided, i.e., one staff on each floor or maybe 2 on each floor or block, one in the elevator and 2 or 3 in the group lobby. On receiving messages, the staff and trainees ensure picking up luggage and dropping in the elevator, from where the guy in the elevator drops in to the lobby and they the staff in the lobby, ensure stacking the luggage properly. When the bus arrives, the staff then loads the busses. For early morning check-outs the guest is given a parcel of Breakfast.





DEPARTURE PATTERN FOR GROUP DEPARTURES

S. R.	Grp Name	ETD from the Hotel	Pax
1	Zydus Lifesciences Limited	04:00	1
2	Zydus Lifesciences Limited	05:00	46
3	Zydus Lifesciences Limited	10:00	84
4	Zydus Lifesciences Limited	10:30	29
5	Zydus Lifesciences Limited	11:30	266
6	Zydus Lifesciences Limited	12:00	31
7	Zydus Lifesciences Limited	13:30	19
8	Zydus Lifesciences Limited	14:00	8
9	Zydus Lifesciences Limited	15:00	43
10	Zydus Lifesciences Limited	17:00	10
	Total		537

ALLOCATION FOR LUGGAGE MOVEMENT

	Allocation for luggage movement					
21.	06.2022					
Devendra	Lobby / Arrival Dep					
Pritesh	Lobby / Arrival Dep					
Uday	Lobby / Arrival Dep					
Avula	Lobby / Arrival Dep					
Nathan	Lobby / Arrival Dep					
Pandu	Lobby / Arrival Dep					
Ryan	Lobby / Arrival Dep					
Sunmet	Lobby / Arrival Dep					
Rohit	Lobby / Arrival Dep					
Shelber	Lobby / Arrival-Dep					
Troy	Group Checkin					
Sunil	Group Checkin					
Sanay	Group Checkin					
Rishad	Group Checkin					

19. Placing luggage outside guest rooms

Whenever we would go to the guest room to deliver the luggage and the guest wasn't in the room, then we had to place the luggage outside the room near the door and click a picture and post it on the concierge desk whatsapp group, by mentioning the number of bags and the room number too.



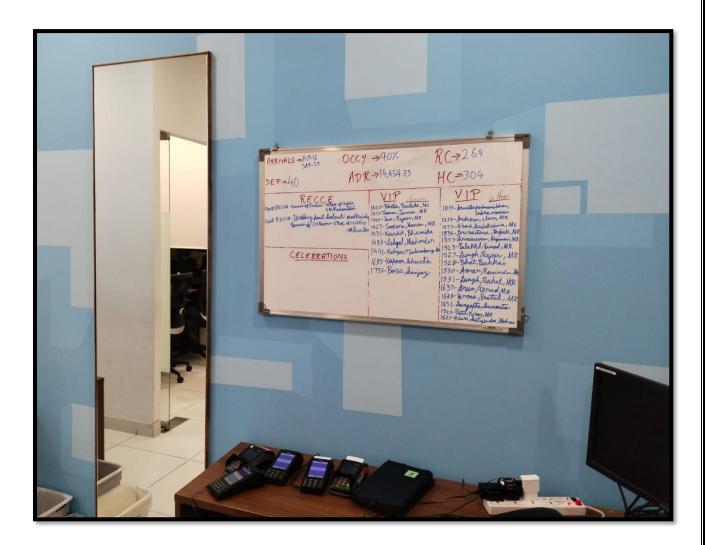
20. Getting stock

The trainees are given a sheet of paper on which stock required is to be got from the stores. One store is in Cidade de Goa and one is on taj property itself. The date for store pick-up for the front office department is every Thursdays. On this day we get our supplies, like water bottles, pens, key cards, key card holders, envelopes, etc. we are given a shuttle to go pick up any stock whenever required.

*The stock needs to be approved by all senior staff like the front office manager, the finance manager and purchase manager in order to collect the stock from the stores.

21. Updating white board

I had to sometimes update the back office white board which was the updates of the VIP, VVIPS guest in the hotel and their names and room numbers and special request if any.



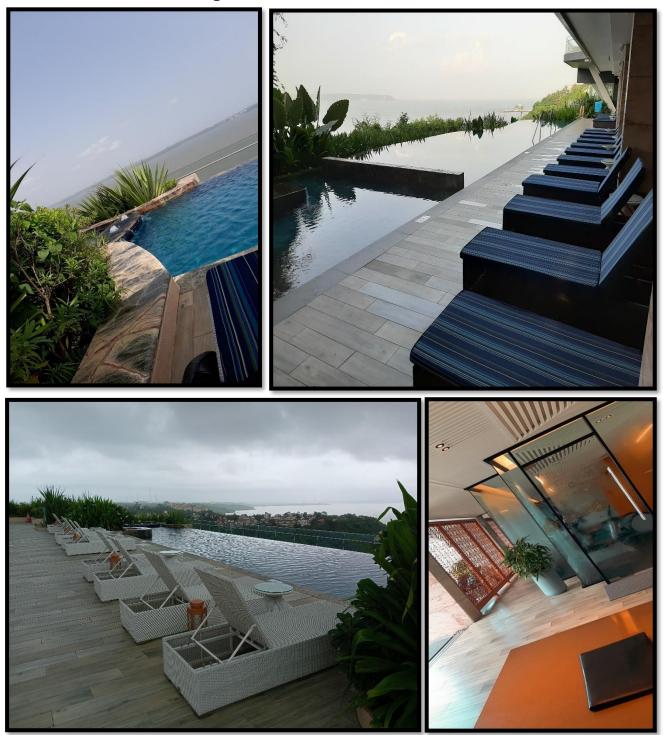
22. Maintaining Errand Card

An errand card is a small card which is used to write the luggage which has been for arrival and departure. The card consists of name of bell boy, room number, date, time-in and time out, and the amount of luggage. Time in is the time at which u leave to do the task and time out is when u have completed the task and got out of the room. It is important to fill this card and submit to the concierge desk before u finish your shift.

RESORT & COI	TAJ IVEN GOA	12/6/		RE
Bell Boy Name:	by Errand		0	
Guest's Name/Room	Errand	Time-out	Time-in	
1171	01	1:32	1:30	1
1263	06	1:59	1:54	+ + +
1647	03	3:15	3:10	+
1543	02	3:30	3:28	+
1101	07	4:00	3:58	1
1443	05	5:30	5:25	r
Vainguinim Plateau, Do T: +91 832 245 4545 E:	t & Conventior na Paula, Pana reservations th w tajhotels.co	aji, Goa 403 004, nccgoa@tajhote	India Is.com	1

POOL DUTY

For a few days I was given the job of pool duty. We have 2 pools one is on the Upper Basement and the other is on the terrace. The terrace pool has a bar while the other one doesn't.



TASK PERFORMED WHEN ON POOL DUTY

1. Taking declaration from guest.

There is a declaration form which every guest has to fill before using the pool. The guest needs to mention his name, room number and contact number and should sign it. The same form is used for gym and wet area. I was incharge of filling the form for these 3 areas. If the guest using the pool is less than 18 years of age then they must be accompanied by any elder person, maybe a parent or guardian.

	SEI	LF-DECLA	RATION F	ORM		
Name					Date	Laf Car
Contact number			Age		Gender	
Room/ Membership	no.	4	Locker no.			
Purpose of visit	Gyn	nnasium	Pool		Wet A	ea
Are you suffering fro	om any co-morbi	dities?			YES	NO
Heart condition						
Hypertension						
Diabetes						
Respiratory illness	es including asth	าฑอ				
Currently under a	ny medical treat	ment			and the	
Kindly mention if	you are pregnant	t. (for women or	nly)			
occur pursuant to the RELEASE I hereby release Jiva claims, actions, cost	a Spa, their parer ts, losses, expens njuries, death, m exercise equipm	nt affiliates, offic ses and/or dama ental impairmer sent, aerobic/yoj	ges, including at ht and damages a ga class or faciliti knowledgeable a	torney's fees, t arising out of or es at Jiva Spa. S s to the proper	hat I might in any mar such a relea use of thes	have now or in mer resulting se is binding se facilities as
from my use of the upon my heirs, succ well as my own phy all claims whatsoeve I have also read the	er or loss or dam	nage.			y them.	
from my use of the upon my heirs, succ well as my own phy	er or loss or dam	nage.			y them.	
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from my use of the upon my heirs, succ well as my own phy all claims whatsoeve I have also read the	er or loss or dam	hage. Id regulations an	d by-laws and a	gree to abide b		

2. Taking food orders

Whenever a guest wants a meal at the pool, we need to give them the menu and take their order along with their room number and name. once the order is taken, we need to call up the in room dining also known as IRD and tell them the order and also mention which pool. Once order is placed, inform the guest about the estimated time in which the meal will arrive.

3. Providing towels and water bottles

We had to provide the guest with towels and water bottles. Whenever any guest uses the pool, we need to approach them and hand them a towel and ask if they need water or anything else. We have cold water and room temperature with us.

4. Steam and sauna

For using these facilities, the guest needs to inform 30 mins in advance as the machines take that long to heat up properly. When-ever we receive a call about it, we hurry and turn on the steam and sauna for the guest. When the guest come to avail the service, we make them fill the declaration form and then guide them to the steam and sauna. We provide them with towels.

5. Opening pool duties.

When you go in the morning, I had to remove the pool blocking barricade and use the mop to clear any excess water. I had to use the net to remove any leaves which had fallen in the pool. Also remove the leaves from the ground of the pool side. I had to open the pool beds and wipe the pool tables. I also had to ensure having sufficient declaration forms for that day. I had to fold towels and keep ready in both the washrooms, male and female.

6. Collect/ Dropping linen from laundry

I had to collect towels and bathrobes from the laundry. We had to inform the laundry as to how many we required and then pick it up and drop it in the service area of the pool. We also had to ensure to enter the number of towels collect in the journal.

For dropping of linen, we had to count the towels and then enter it as returned linen in the journals.



7. Clearing water from pool side

Whenever the guest uses the pool, there is water which comes out of the pool which makes the surroundings slippery. Hence, we need to clear that excess water every time a guest is done with the pool, in-order to avoid any accidents leading to injuries.

8. THE MOST IMPORTANT TASK

We need to know swimming and we should always be alert. Whenever any guest is using the pool, the needed to be always alert and on our toes. We need to be ready to jump in the water in case of any problems. Especially when any kid, uses the pool we need to be aware of them and stay alert.

FOOD AND BEVERAGE DUTY (BLD)

For a day I was put for restaurant duty where-in I had to do clearance, wiping of cutlery, plates, bowls etc. I was in the back area doing clearance near the pot wash area. I also was made to communicate with the guest in the restaurant where I got a chance to improve my skills are speaking with guest.

I was given the chance to take orders and to make sure the guest is satisfied.





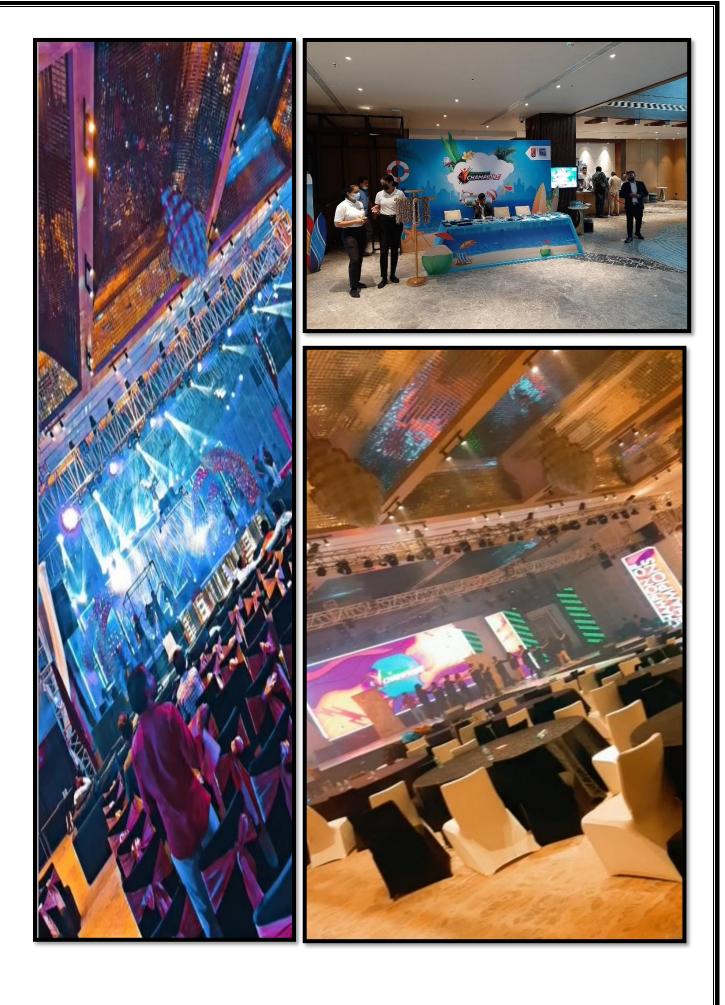
EVENTS AND WEDDINGS

The taj property is very famous for hosting the best weddings in goa. We have 299 rooms which is appropriate for hosting a huge amount of guest. We have to also the largest banquet hall in the state of goa which can host more than 2000 guest at once.

There were around 5 weddings and 15 conferences that were held during my internship period of 2 months. The weddings were royal weddings, and the conferences were by well-known companies like, TATA Motors, Birla, and lots more.

Here are a few pics of the events and weddings that happened during my tenure.





107 | Page

EVENTS FOR EMPLOYEES AND TRAINEES

1. Monthly Intern Meet

This is a meeting which is held every month for all the trainees to take their feedback and suggestions. The meeting is hosted by the General Manager, Mr. Vincent Ramos who is now the Vice President of IHCL Goa. Even the Learning and Development manager is present for the meeting. In the meeting we are asked for the problems that we face and then the General Manager gives us replies. After the meeting we are given a lavish Hi-Tea.

2. Townhall

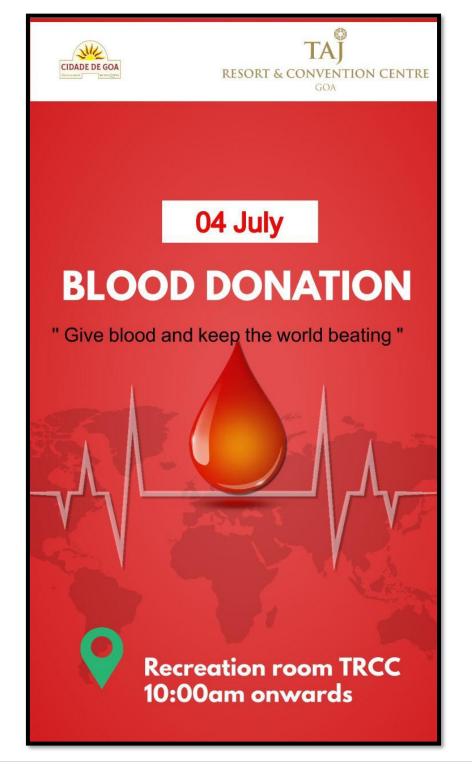
The townhall is a meeting for all the employees and trainees working in the hotel. This meeting is also hosted by the General Manager and is held in the Asemblia hall. In the meeting, there we games, award distribution and recognition of hidden talents in the hotel, and a deep message from the General Manager.

After the meeting, there is a large spread of food starting from snacks, tea, coffee, desserts, chaats and lots more. There is also music and dance that happens in the hall after the meeting is over.



3. Blood donation

The hotel organises blood donation camps every year or every 6 months. Goa Medical College (GMC) comes to the property to take blood. Any employee or trainee who wants to donate blood can come to the donation room and donate blood.



4. Health check-up

There is a regular health check-up camp held on the hotel property every 6 months where there is eye check-up, blood tests, pressure checks, sugar checks and various test.

5. Indoor Sports

There are events held in the recreation room like chess tournaments, table tennis and carrom. The competition is held among the various departments in the hotel. The winning department gets the trophy.

LEARNINGS FROM THIS INTERNSHIP

Taj Resort and Convention Centre has been a wonderful experience. I got to learn a lot of things which I wouldn't be able to by myself. The help, guidance and support received from the staff was incredible.

This training has taught me a lot and I'm really glad I chose this property. With this experience I've learnt to communicate with any sort of guest. Initially, I was very shy to communicate with the guests, but the supervisors helped me overcome it and motivated me to speak to the guests. This helped me overcome my shyness and gave me self-confidence. I was made to do the task of a bell boy, which makes me realize that the work done by them is also hard and important and that we should respect it no matter what. I also learnt how to understand the mood of the guest, the different hotel terms, practical knowledge of doing a reservation. When I was in Food and Beverage department for a day, I learnt the technique to wipe plates, cutlery, I also got to know the different types of service. When I was for pool duty, I learnt to be attentive. As in I was suppose to always be on high alert and ready to jump in the pool in order to save any guest from drowning, especially kids. I took orders for food and drinks too.

CONCLUSION

Training at Taj Resort and Convention Centre has been a wonderful experience for me. Getting a chance to work at this 5-star property has helped me gain more knowledge about this industry and its functioning.

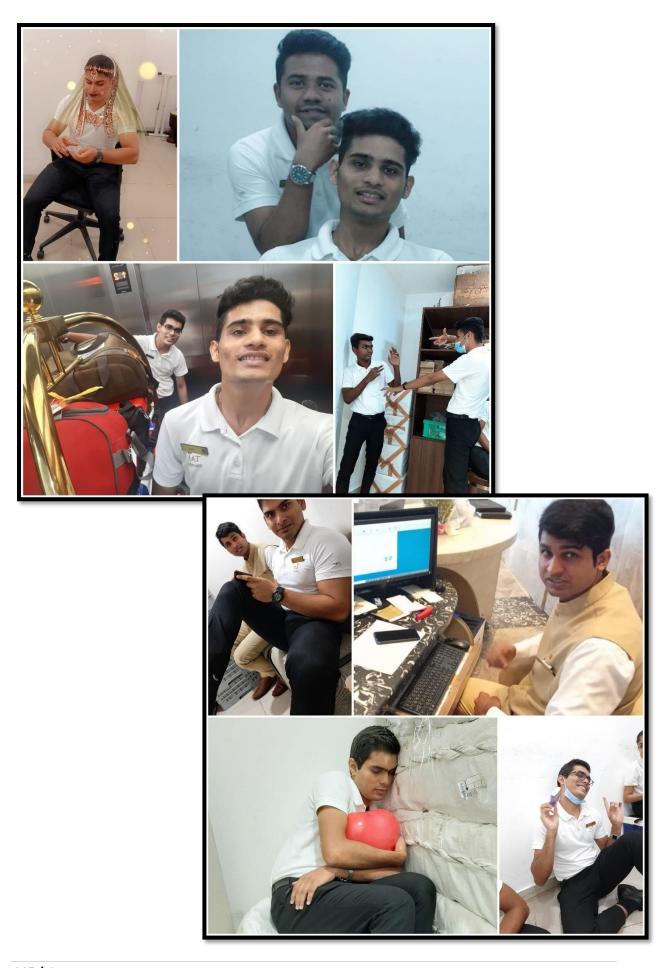
Throughout my training I have met many people in the form of guests and associates who have always helped me learn something new about the industry. The working environment is really good and the associates are really friendly and help you learn at all times possible. Overall, it was a good experience interning at this Resort.

MEMORIES

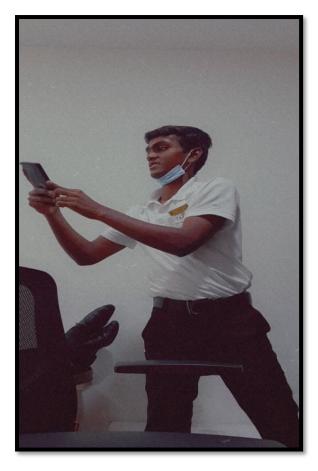
This internship period of 2 months has not only given me work experience but, has also given me so many memories and friends which I will always remember for a lifetime. These 2 months has made me realise working life isn't easy, but with the right and fun work atmosphere the work life is surely going to be fun and kind of easy. I made a lot of new friends here from various departments and this internship also gave a chance to get to know my college mates a-bit better and it helped to develop trust and love among us.

And hence I would like to thank Taj Resort and Convention Centre and my college for giving me this opportunity to work and create memories of a lifetime.





115 | Page









116 | Page



117 | Page

SUGGESTIONS

- Food wastage should be minimised.
- Trainees shouldn't be made to work for more than 10 hours.
- Cafeteria food could be improved by providing different menus.
- Employee more permanent staff rather than so many than so many trainees.
- Follow mandatory sanitary procedures no matter how busy it gets for the betterment of all.

PERFORMANCE APPRAISAL FORM BY UNIVERSITY

Industrial Training PERFORMANCE APPRAISAL FORM (PAF) Integrated MBA (Hospitality, Travel & Tourism)	
Integrated MBA (Hospitality Travel & Tourism)	
integrated MBA (Hospitality Travel & Tourism)	
(respectively, mayer & rounding)	
Name of Students Tay Tay F	
Name of Student: Troy Jesus Furtado Term & Company	
Name of the Organization: Tab Parache C Duration: 2 months	
Name of the Organization: Tay Resort & Convertion Conter From: 18th MAY To: 15th Department: F&BS / FP / HK / FOI_ Front of Frice (specify)	JULY
(specify)	
Appearance	
Immaculate Appearance, Spotless uniform, Woll apported here of the here	1,5
	4
The resoluted, Oldall Ulliulli Acceptable hair Close pails & heads	. 3
Untidy hair, Creased ill kept uniform, Hands not clean at times Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	2
Long runkempt hair, Dirty hands & long hails	1
Punctuality / Attendance (days present out of days)	
On time, Well Prepared, Ready to commence task Attendance Excellent	5
Of time, Lacks Soille Dieparation but copes well Attendance Venu good	4
On time, some disorganized aspects-just copes Attendance Regular	3
Occasionally late, Disorganized approach, Attendance irregular 60% Frequently late, Not prepared, Frequently absent without excuse 50%	2
50%	1
Motivation	1. S.
Demonstrates ambition to achieve progressively	N
Positively seeks to improve knowledge and performance	5
Shows interest in all work undertaken.	4
Is interested only in areas of work preferred. Lacks drive and commitment.	2
Lacks unve and commitment.	1
Attitude to Colleagues / Customers	1.
Wins / retains highest regard from colleagues has an outstanding rapport with clients	
- ones, considerate and mini, wen liked	5
Gets on well with most colleagues. Handles customers well	14
Slow to mix, weak manners, is distant has insensitive approach to such	3
Does not mix, relate well with colleagues & customers	2
	1
Attitude to Supervision	
Readily accepts criticism and is noticeably willing to assist others.	15
Accepts childsm, but does not necessarily act on it	4
Takes criticism very personally, broods on it	3
Persistently disregards criticism and goes own way.	2
<u> </u>	1

n			

Very effective in analyzing situation and resourceful in solving problems	1.5
Shows ready appreciation and willingness to tackle problems	55
Usually grasps points correctly.	4
Slow on the uptake.	2
Rarely grasps points correctly.	1

Reliability / Comprehension

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

Responsibility

1.5
13
4
3
2

Quality of Work

15
4
3
2

Quantit	ty of work
Outstanding in output of work.	NE
Gets through a great deal.	
Output satisfactory.	4
Does rather less than expected.	3
Output regularly insufficient	2
	1
	Total 49 150

Name of Appraiser: Shubham Parasteker Signature: Designation of Appraiser: <u>Executive</u> Date : <u>16th</u> Jun 2022

Contact Number / email.id: 8698096334

Signature of Student: Jurtato Date : 16th Jury 2022

Integrated MBA Hospitality Travel & Tourism

TRAINEE'S PERFORMANCE EVALUATION FORM BY TAJ

		-	AJ			
	RESO			N CENTRE		
			GOA			
	TRAINE	E'S PERFOI	RMANCE	EVALUATION		
NAME	TROY JESUS FURTADO		INSTITU	TE: GOA	BUSINESS	SCHOOL
DEDA	RTMENT: FRONT OFFICE				GOA - UNIV	ERSITY
DEPAI	TWENT: TRONT OFFICE				-	
WOR	AREA: CONCIERGE	*				
TRAIN	ING DURATION (In the area):	mour	WEEK	S FROM	Thomas TO U	5Th JULY
PUNC	TUALITY (No. of times late):	'	NO. OF D	AYS ABSENT	:	
REASO	ON FOR ABSENCE:					
		0				
1.	PERFORMANCE	4)	3	2	1
II. 	SPEED OF WORK	4		3	2	1
III. IV.	DESIRE TO LEARN INITIATIVE	4)	3	2	1
V.	COMMUNICATION	4		3	2	1
VI.	ATTITUDE TOWARDS	-		0	-	-
	(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	and a purchase	3	2	1
		-	Le la	<u> </u>		
Overa	Il comments on the trainee's pe	erformanc	e and su	pervisor's fe	edback	
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-				and the second		
1	b		. /	//		WHE TREADY WE
Find	TROY J FURTADO	*	×		Alle	NY XOR
Traine	es' Signature	Head Of	Departn	nent	Sectio	nal Manager
	e give name)	-				give name)
	Excellent Go	and the second s	king Criteri Ave		Poor	
	4 3		and the second second	2	1	
	3.6/4					

CERTIFICATE OF EXCELLENCE

CERTIFICATE OF EXCELLENCE	
IAJ RESORT & CONVENTION CENTRE GOA	
This certificate is proudly presented to Troy Jesus Jurtade	
Trioy Jesus Jurtado from <u>Goa University</u> in recognition of successfully completing the Industrial Exposure Training in Friont Office	IHCL
His /Her performance has been Excellent The duration of this training was from 18/05/2022 to 15/07/2022.	
Vincent Ramos Senior Vice President - Goa	
TAY SELEQTIONS VIVANTA CINCER amã De Induar HOTEs COMPRAY LIMITE Del conta HOTEs COMPRAY LIMITE Office at: this Floor Express Forem, Barrister Rajin Partel Marg Narins Norm, Manharaktra 400 021, India + Regd. Off: Mandia Road, Mundeal 400 001	