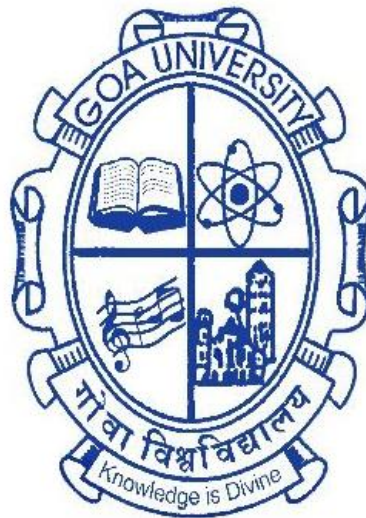


# Internship Report “CopperLeaf”



Dissertation submitted to Goa University



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

By  
Valieta Melanie Martins  
Roll No: 2017

## **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

\_\_\_\_\_  
Valieta Melanie Martins

Roll No: 2017

IMBA HTT 2020 - 2025

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## **ACKNOWLEDGEMENT**

I would like to thank Mr. Shreekant V. Pai Bir, Mr. Sachin S. Pai Bir and Mr. Vishwanath S. Pai Bir, the owners of Copperleaf Restaurant for giving me opportunity to work at Copperleaf – Taliegao. I would also like to thank, Mr. Milan Pradhan, Mr. Vinu George and Mr. Gajanan Usgaonkar for mentoring and guiding me and for helping me learn and grow.

I would like to thank the human resource manager Ms. Utkarsha Kudnekar, Smyra Fernandes and other Human Resource employees and associates for being a constant support.

I would also love to thank the front office staff for all the cooperation and a wonderful learning experience. I would like to thank the entire Food and Beverage team and human Resource team for being so supportive and for always helping and teaching me new skills.

I'm grateful to all the staff from all the departments, (Food and Beverage, Food Production, Human Resource) for their excellent support, guidance. Their co-operation was really beneficial to me.

Lastly, I would like to thank Sir KGS Narayanan, Ma'am Albino Thomson, Sir Kevin D'souza , Ma'am Sujal Naik and Ma'am Poonam Sadekar along with all the management staff at Goa University for their extended support for guiding us throughout the academic year and guiding us throughout our internship and helping us gain aspiring work experience before graduating.

### **Abstract**

Food and Beverage Service, Housekeeping and Food Production are the three main important departments of the restaurant.

Each of these departments play its own role in the smooth running of the restaurant and each of these departments depend on each other for smooth functioning. Therefore, good co-ordination and communication should be maintained between these three departments is really important.



## **Introduction**

VISHWAMUKTA is a multi-business venture comprising of Hotels, Restaurants, Real Estate, Educational, and IT businesses. VM was founded by Shreekant V. Pai Bir, Sachin S. Pai Bir, and Vishwanath S. Pai Bir in 2002 to venture into the hospitality business. The business was started with the management of Hotel Blessings in Panaji, Goa and now comprises of Copperleaf Multi-Cuisine Fine Dining Restaurant located at Porvorim and Panaji, Omkar Developers, VMPL, VME, and Megalon.

**Copperleaf** is an award winning, multi-cuisine fine dining restaurant with bar. It opened its first outlet in Porvorim in 2016 and has always been synonymous with good food where friends and family come together to have a grand time and delight their taste buds and they opened their second outlet in Panjim in October 2021 to offer the best of their rich, culinary offerings. Its mission is to celebrate the bounty of flavours as family and friends gather to share a good time over a great meal. It comes under the multi-business venture, VISHWAMUKTA, which was founded by Shreekant V. Pai Bir, Sachin S. Pai Bir, and Vishwanath S. Pai Bir in 2002 to venture into the hospitality business. And is a team of more than 200+ people in Goa working with a common ideology. We are led by one of Goa's restaurant industry pioneer CEO & mission driven COO who is supported by a talented and experienced operations team working tirelessly to transform the Hospitality Industry.

Something that makes Copperleaf different from any other fine dining restaurants is its ability to provide 5 star experience with multi-cuisine, delicious food with exotic flavours, exceptional ambience and excellent

service. Both the branches are equipped with splendid international standard washrooms with grab bars along with wheelchair-accessible car parking, wheel chair accessible entrance, wheelchair-accessible seating and wheelchair-accessible toilet which makes it disabled friendly too. They provide dine-in, delivery, takeaway and are available on Swiggy and Zomato as well. Their menu boasts of a variety of dishes, from the humblest of snacks to the finest Goan, Indian, Chinese and Tandoor cuisines. Their bar menu has fine cocktails, mocktails, wines and liquors available.

Vision: Customer oriented approach by accommodating custom requests and fulfilling them with utmost care and attention.

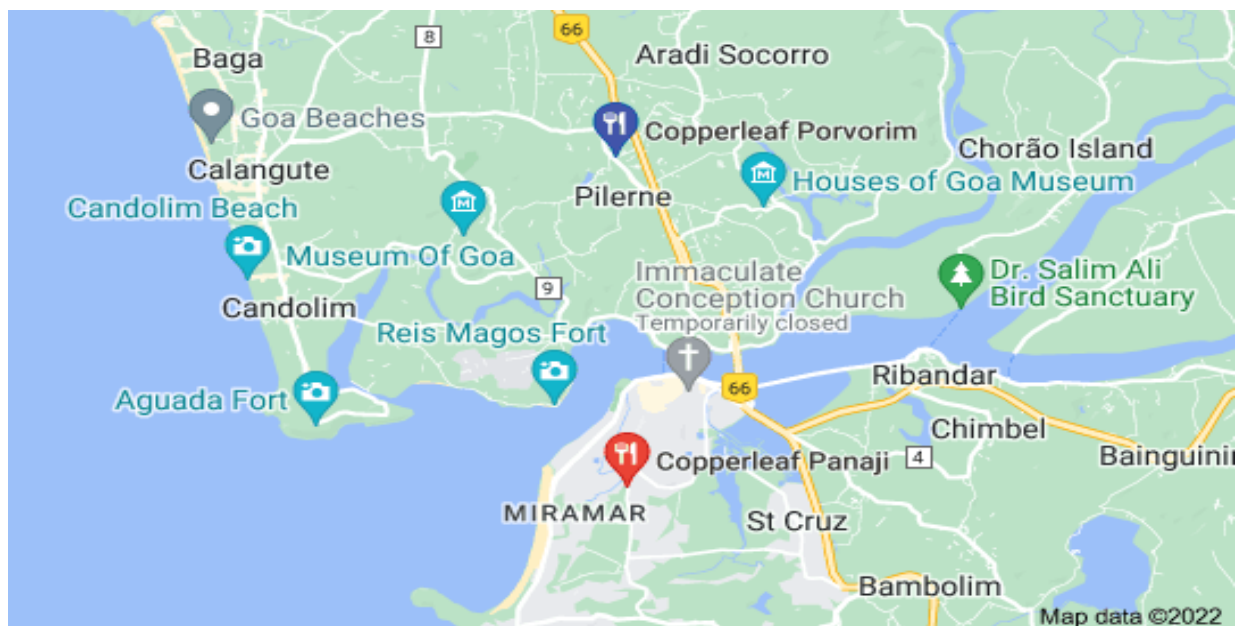
## OPEN HOURS

Monday thru Sunday:

11:30 AM - 3:30 PM

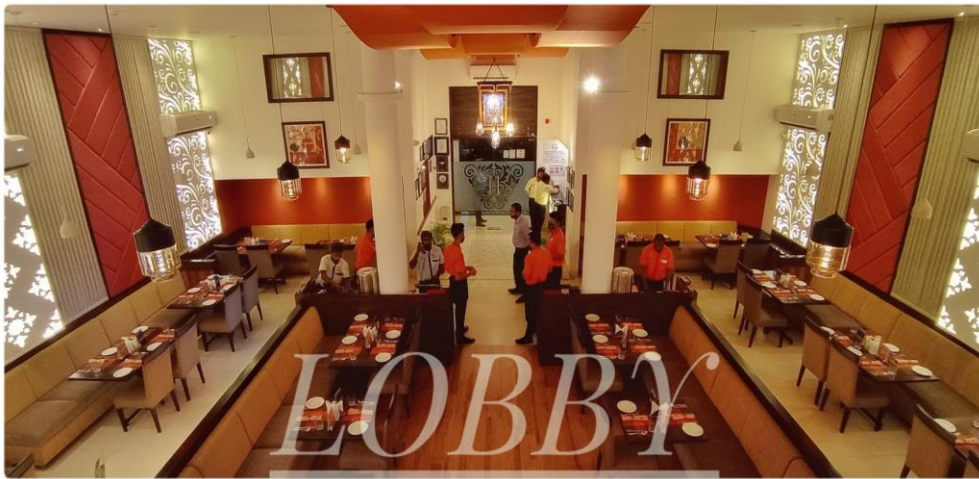
&

7:00 PM - 11:00 PM



- **PORVORIM BRANCH**

Copperleaf Porvorim, located on Chogm Road, Porvorim, is the first outlet opened in 2016 with 180 seats. Copperleaf has been awarded with 19 awards at the State and National level in the last 6 years. The team at Copperleaf give it their best to serve perfection at your table every time your order comes in. The staff is well trained to understand your needs and will serve you as per your requirements. They also offer „Mint“- Private dining area for 30 to 35 pax.







- **PANJIM BRANCH**

Copperleaf Panaji, the second outlet opened in 2021 is located on the outskirts of Panaji on the St. Inez Taleigao Road. It is one of the biggest 300-seater fine dining restaurants spread across 10,000 sq. ft. consisting of the ground as well as the first floor. It has spacious dining areas called „Cilantro“ and „Citrus“ on the ground floor done up in a beautiful tropical theme, with hanging plants around. On the first floor they have „Infinity“ dining area, „Bellini“ seating Bar, „Solitaire“- Private dining area and „Infinity@10“- Private dining area. Each section has a different feel and ambience, offering amenities like its own bar and washrooms. It is an ideal location for Corporate lunch/dining and all kinds of celebrations- Birthdays, anniversaries, reunions, with a soothing atmosphere for families and groups and having 5 star amenities, which include splendid International Standard Washrooms, wheelchair accessible entrance and washrooms, grab bars in washrooms as well as baby diaper/nappy changing station.





**Entrance**



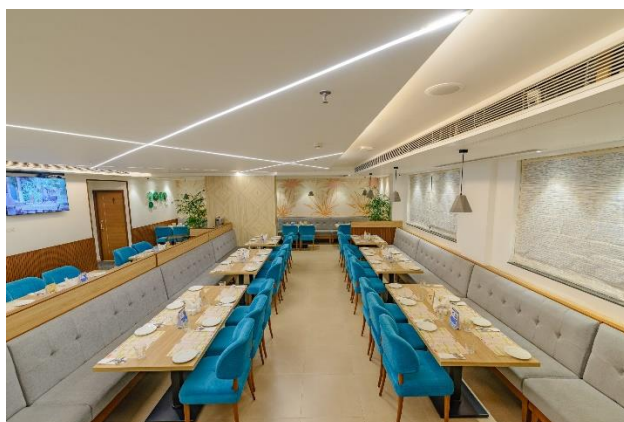
**Reception**



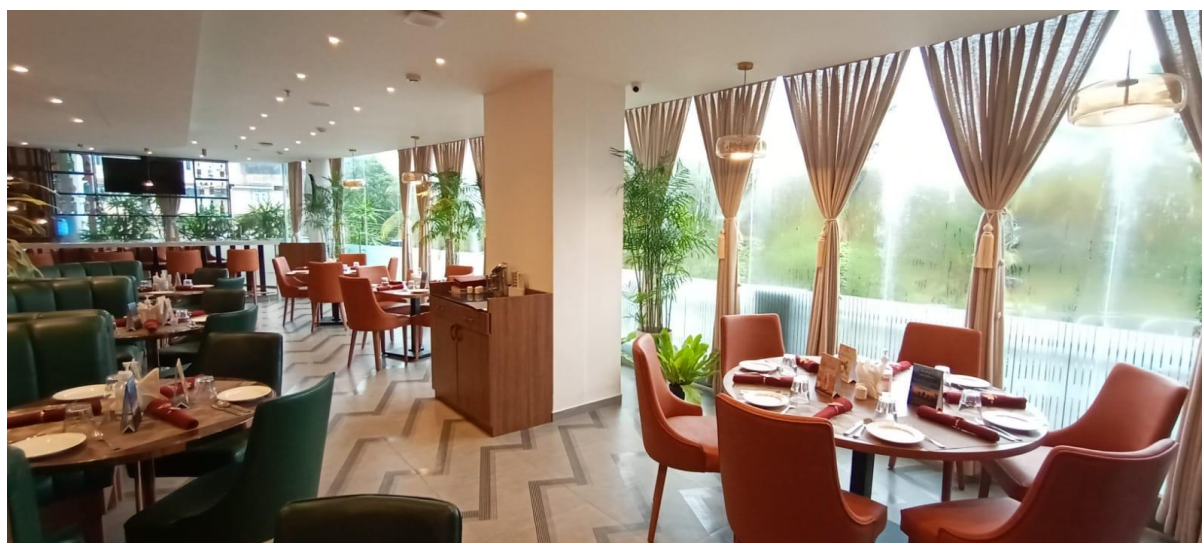
CILANTRO



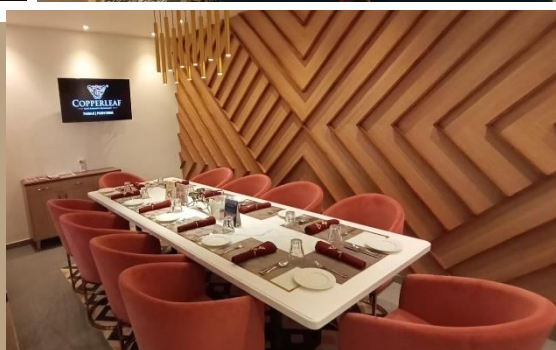
Citrus







- Private Dinning's:





## EXECUTIVE TEAM

“VISHWAMUKTA Group is guided by Mr. Shreekant V. Pai Bir and led by Mr. Sachin S. Pai Bir and Mr. Vishwanath S. Pai Bir.”



**Shreekant V. Pai Bir**

### **DIRECTOR / CHAIRMAN**

A retired SBI banker, has been in the hospitality business in the initial years but he found his connect with the restaurant industry and has been in this sector for the last 17 years. He is the father and mainly a guide to Sachin Pai Bir & Vishwanath Pai Bir. He is an alumni of Bombay University



**Sachin S. Pai Bir**

### **DIRECTOR / CEO**

Copperleaf is the brainchild of Sachin S. Pai Bir, who despite graduating as a Master of Engineering (ME) found his true calling in the Restaurant & Hotel industry and is passionately involved in it for the last 17 years. He is the pioneer in setting trends in the restaurant industry & tirelessly transforming the Hospitality Industry. He is an alumni of Goa College of Engineering (GEC) affiliated to Goa University.



**Vishwanath S. Pai Bir**

### **DIRECTOR / COO**

An Engineer by profession with a Master of Science (MS) in IT Project Management from USA. He carries a rich experience ranging from a start-up to corporate under his belt. Vishwanath who was involved in-directly into the business since inception decided to leave his 6-figure US full-time IT job to focus on the business post his 11-year stint. He is an alumni of Goa College of Engineering (GEC) affiliated to Goa University.

## Awards and Achievements



BUSINESS GOA



TRIPADVISOR



INDUSTRY LIVE



INDUSTRY LIVE



TIMES GROUP



TIMES GROUP

TRIPADVISOR TRAVELLERS' CHOICE  
TRAVELLERS' CHOICE  
2020

TIMES FOOD AWARDS GOA WINNER  
BEST MULTI-CUISINE RESTAURANT  
2020

TRIPADVISOR CERTIFICATE OF EXCELLENCE  
CERTIFICATE OF EXCELLENCE  
2019

TIMES HOSPITALITY ICONS  
ICONIC SEAFOOD RESTAURANT  
2019

GOMANTAK EXCELLENCE AWARDS  
EXCELLENCE IN HOTEL INDUSTRY  
2019

FRANCHISE INDIA RESTAURANT AWARDS  
BEST COASTAL CUISINE  
2019

50 BEST RESTAURANTS & BARS  
BEST RESTAURANT - CEO INSIGHTS  
2019

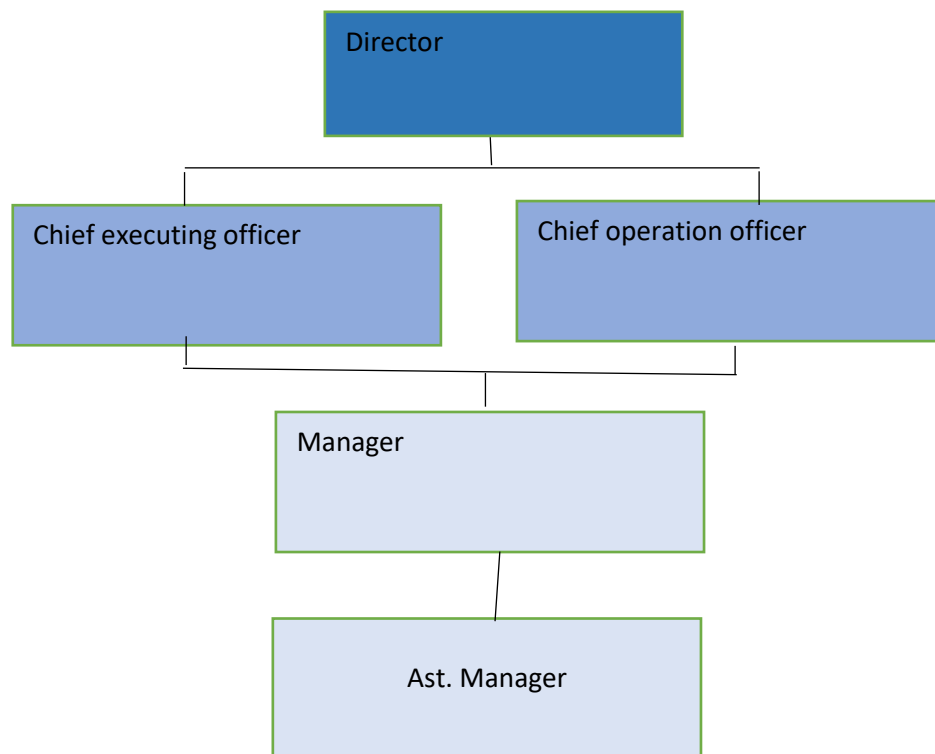
GOA STATE BEST BRAND AWARDS  
BRAND LEADERSHIP AWARD  
2018

TRIPADVISOR CERTIFICATE OF EXCELLENCE  
CERTIFICATE OF EXCELLENCE  
2018 & 2017





- Managerial Hierarchy





**Pundalik Sangale**  
(Manager, Porvorim)



**Kunwar Rawat**  
(Chef De Cuisine,  
Porvorim)



**Sanjoram Parab**  
(Store Manager,  
Porvorim)



**Vinu George**  
(Assistant Manager,  
Panjim)



**Milan Pradhan**  
(Assistant Manager,  
Panjim)



**Gajanan Usgaonkar**  
(Assistant Manager,  
Panjim)



**Kashish Thakral**  
Sous Chef, Panjim



### Food & Beverage Department (Reception):

The restaurant Reception is similar to the Front Office Department of the Restaurant. The host/ hostess is the first person that comes in direct contact with the guest and it also plays a curial role in creating the first positive, good impression of the restaurant and it's services.

I got a chance to work at Copperleaf as a hostess at the reception desk. We had to work for two shifts i.e Afternoon shift; 10:30- 3:30 and Evening shift; 6:30- 11:00.

My duties as the receptionist were;

- Welcome guests by greeting them the time of the day.
- Take reservations, allocate and reserve tables, Coordinating the afternoon/evening reservations with the manager in case of cancellation or late arrival or no show.
- Escorting guests to the table.
- Maintaining a waitlist during rush or busy hours; Providing them with accurate wait timings and monitor waiting list.
- Greeting the guests upon their departure.
- Coordinate with manager/ waiters about available seating options.
- Maintaining a clean reception area.
- Responding to guests' issues and helping to resolve them.
- Keeping an inventory of the gifts.

### **GENERAL GUIDELINES:**

- All staff must strictly follow the grooming and hygiene standards set by the restaurant.
- The staff should have thorough knowledge about the section names and table numbers of the restaurant, menu, discounts and offers valid, different facilities offered, services and amenities offered and names of key personnel.
- Staff must be aware of important places in the city, location of the hotel and distance between hotel and other places.
- Staff must handle all guest queries and complaints.

- The staff should not disclose the personal information given at the time of reservations to outsiders.
- The staff must be warm and professional.
- The staff should recognize and know the preferences of all regular and VIP guests.

**PERSONAL STANDARDS:**

1. Uniform should be clean and well ironed.
2. Shoes should be well polished.
3. Hair should be pulled back and tied into a tight bun, hair net to be worn.
4. Nails should be trimmed short and clean.
5. Simple basic makeup can be applied.
6. Minimum accessories but not flashy
7. Name tag is compulsory.
8. Basic telephone etiquettes

### **Experience And Learnings:**

My journey at Copperleaf- Taliegao began on 25<sup>th</sup> October 2021 as a F&B hostess. It was for the very first time that I had taken up a job and though I was excited to be working, I was also nervous at the same time. I first began with my 15 days training where my mentor Mr. Govind Naik and Mr. Vinu George helped me improve my skills and helped me put my learnings into practice. The first thing I was told that we need to try and give the guest a good experience and since we were the first people that came in contact with the guest we had to convey a good impression of the restaurant to the guest. Most importantly we were to maintain good and healthy communication and co-ordination with the co-workers for smooth work flow. All my co-workers were also really helpful and supportive, even though I was new and the only female staff they helped me a lot and made it easy to fit in and feel comfortable and safe. By end of the 15 day training I was well groomed and ready to perform high quality work.

Another factor is we were needed to be well versed with the food menu, know about the items available, which food item won't be available and also having good knowledge of the services provided by the restaurant and be well versed with the different discounts which are applicable, a few of the restaurant's most selling dishes, guiding the guests to the takeaway counter etc.

Even though I have completed 10 months of working at Copperleaf, I'm still learning but am now more confident in what I do and about the decisions I make. Every day we meet different types of guests with different personalities and working here has made me learn how to deal with guests. I got to learn about the discounts offered like, CORPORATE DISCOUNT PROGRAM, i.e. a 20% discount is applicable to guests who are employed at any of the companies who have tie-ups with Copperleaf. Another discount offered is the ARMED FORCES DISCOUNT, i.e. 15% discount applicable for Indian Army, Navy, Air Force, Goa Police to honour their hard work and services. They also have off season discounts like the monsoon discount which includes;

- LADIES NIGHT, 20% discount applicable for ladies, group or single, every Monday.
- OLD IS GOLD, 20% discount applicable for senior citizens every Tuesday.



- Young Achievers Eve, 20% discount applicable for youngsters below the age of 18 celebrating birthdays or any other occasion every Thursdays.
- Happy Hours, 50% discount applicable on all food and beverages if order placed between 7:00- 8:00pm, every Friday.

Other discounts include;

- Copperleaf Elite Club (CEC), Guests can avail discounts up to 25% and other benefits as well once he/she becomes a member of club.
- 15% Loyal guest discount
- 10% Vendors discount
- 10% Birthday discount



**COPPERLEAF**  
THE ULTIMATE DINING EXPERIENCE

**CORPORATE DISCOUNT PROGRAM**

**OUR TIE-UPS**

BANK OF BARODA • CANARA BANK • DELTA CORP  
FRONTLINE MANAGED SERVICES • GMR • GROUP PRIORITY  
KINCO KAMAN • OPEN DESTINATIONS • PERSISTENT SYSTEMS  
RESERVE BANK OF INDIA • SANOFI • STATE BANK OF INDIA  
TANGENTIA • TEKNORIX SYSTEMS • UNICHEM • VEDANTA

**FOR CORPORATE DISCOUNT ENROLLMENT**

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PANAJI: +91 91751 84623 / 24 / 31  
PORVORIM: +91 90750 18462 / 63

eat@copperleafgoa.com  
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**COPPERLEAF**  
THE ULTIMATE DINING EXPERIENCE

**ARMED FORCES  
DISCOUNT**

**THANK YOU FOR YOUR SERVICE**

Your Bravery, Sacrifice and Strength do not go unnoticed, and we will always be indebted to you for all that you have given to the Country.

**AS A TOKEN OF RESPECT & APPRECIATION**

We have introduced ARMED FORCES DISCOUNT for  
INDIAN ARMY, NAVY, AIR FORCE, GOA POLICE & the list goes on ....

> Discount also applicable for ex / retired servicemen  
 > ID Card is required to avail this discount  
 > Discount is valid throughout the year

**FOR RESERVATIONS / ENQUIRY**

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PORVORIM: +91 90750 18462 / 63

www.copperleafgoa.com  
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**COPPERLEAF**  
THE ULTIMATE DINING EXPERIENCE

**Happy HOUR**  
EVERY FRIDAY  
7 - 8 PM

**GET 50% OFF\***

ON ALL FOOD & BEVERAGES

THIS OFFER IS AVAILABLE FOR EVENINGS ON SPECIFIED DAY AT PANAJI OUTLET ONLY  
+91 91731 8423 / 24 / 31 | WWW.COPPERLEAFGOA.COM

\*T&C Applied

**COPPERLEAF**  
THE ULTIMATE DINING EXPERIENCE

**OLD IS GOLD**  
Get 20% Off\* on Tuesdays

Celebrate your golden years with the exclusive offers for Senior Citizens on Tuesdays only at Copperleaf

THIS OFFER IS AVAILABLE FOR EVENINGS ON SPECIFIED DAY AT PANAJI OUTLET ONLY  
+91 91731 8423 / 24 / 31 | WWW.COPPERLEAFGOA.COM

\*T&C Applied

**COPPERLEAF**  
THE ULTIMATE DINING EXPERIENCE

**Ladies Nite**  
Get 20% Off\* on Mondays

*Ladies, waiting for the weekend to party? Don't limit your night out to the weekend. Grab your girls and make your way to a Monday worth remembering*

THIS OFFER IS AVAILABLE FOR EVENINGS ON SPECIFIED DAY AT PANAJI OUTLET ONLY  
+91 91731 8423 / 24 / 31 | WWW.COPPERLEAFGOA.COM

\*T&C Applied

**COPPERLEAF**  
THE ULTIMATE DINING EXPERIENCE

**Young Achievers Eve**  
GET 20% OFF\* ON ALL FOOD AND BEVERAGES (MIN. ORDER)

Accompany your Rising Stars, and celebrate their special moments & achievements with great offers from Copperleaf on Thursdays !!

THIS OFFER IS AVAILABLE FOR EVENINGS ON SPECIFIED DAY AT PANAJI OUTLET ONLY  
+91 91731 8423 / 24 / 31 | WWW.COPPERLEAFGOA.COM

\*T&C Applied

I also learnt to take reservations be it walk-in or phone call. Guest can even make reservation through the Copperleaf website.

### Reservation Details

Reservation Date \*

Reservation Time \*

11:30 AM

How many people?

Total Pax:

Any Special Occasion? (Optional)

- ☐ Birthday
- ☐ Anniversary
- ☐ Graduation
- ☐ Reunions
- ☐ Family Get Together
- ☐ Corporate Lunch/Dinner

Any Special Requests? (Optional)

- ☐ Baby Chair
- ☐ Wheelchair
- ☐ Cake
- ☐ Pre-order Menu (Ideal for Groups)

### Personal Details

Name \*

First

Last

Email \*

Contact Number \*

I have also learnt how to deal with big walk-in groups of 20- 25 pax, learnt the skill of calmly informing the guest that their will be a waiting in times of rush hours and letting them know how much time it will take without upsetting the guest, or putting other sitting options like sitting separately on opposite sides if tables are closely available, Working here has help me cope with stress and not lose my clam easy. It has helped me be patient with angry guest during rush hours. We also had to solve guest complains if it was in our reach or inform the manager about the complaint, we had to deal with angry guest at the time of waiting. Thought I was working as a hostess I got a chance to attend guest and even take orders be it dining or take- away, if at times the waiter were busy attending the other tables. On busy days when the restaurant is full we hand to maintain a waiting by allocating proper token numbers and giving a time limit of 20- 25 mins minimum after taking a look at the restaurant tables, also we were needed to get the tables cleaned by informing the Ast. Waiters. More preference was needed to be given to groups if they had an elderly or an infant along with them and late reservation arrivals were to be given more priority, just in case if they had made a reservation but didn't arrive at given time we were needed to give the guest a reminder call/ ask if they will be coming or not. We were needed to keep the guest in waiting inform weather they will be getting a table soon or put forward to them other seating arrangements, after escorting guest to the tables we also had to present them the menus. In case of irritated or angry guest we had handle the situation calmly and inform the manager about the same. We has to maintain an inventory of gifts issued, and also pack the gifts. Abd also help the waiters in making napkin folds.

## EVENTS AND CELEBRATIONS AT COPPERLEAF;

### Private Dining Enquiry

Date of Party: \*

Time of Party:

No. of Guests:

Guests:

Locations: \*

- ☐ Infinity Seating Area
- ☐ 10@Infinity Semi-Private Dining
- ☐ Solitaire Signature Private Dining
- ☐ Mint Private Dining

Contact Name: \*

First

Last

Contact Email: \*

Email

Confirm Email

Contact Phone: \*

Copperleaf is an ideal location for celebrating birthday parties, anniversaries, reunions, family get-to-gathers or even a private date location for couples. At Copperleaf, Panjim, we provide the best hospitality right from your welcoming, seating, suggesting a variety of dishes to desserts, to making your celebration a little brighter by the staff singing and adding joys. With the private dining areas, Solitaire and Infinity@10, one can also conduct business meetings, business parties, conferences and presentations there as it can accommodate 8pax and 10pax respectively in each of them. They also provide butler service, LED screen, a table d'hote menu along with complimentary goodies etc.

The guests celebrating birthdays or anniversaries are given a gift as a kind gesture from Copperleaf.





**Human Resource Department ( Internship):**

I began my internship at Copperleaf as an intern in the Human Resource Department on 20<sup>th</sup> May 2022 to 30<sup>th</sup> June 2022.

Working Hours:

10:30 am- 5:30pm

Monday to Friday

**Duties and Responsibilities:**

- Update our internal databases with new employee information, including contact details and employment forms.
- Gather payroll data like leaves, working hours and bank accounts.
- Address employee queries about benefits.
- Screen resumes and application forms.
- Post, update and remove job ads from social networks.

**Skills and Abilities Required:**

- Strong customer service skills.
- Should be able to comfortably and pleasantly deal with a variety of people.
- Should have the ability to solve problems in order to accomplish task and duties.
- Detail oriented.
- Should have knowledge in Word, Excel, Power point and E-mail.
- Should be able to learn new skills and communicate it with others.

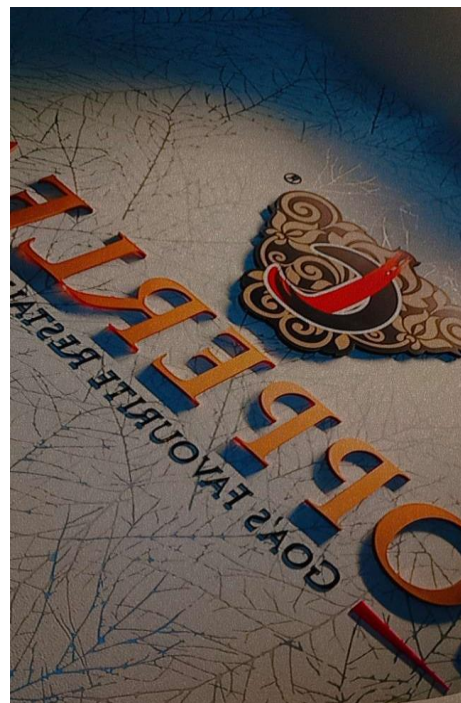
**Experience in Learning HR:**

Though I was already working at Copperleaf Restaurant as a hostess, I still wanted to do my internship in the Human Resource Department. Ms. Utkarsha Kudnekar was my mentor and I got to learn a lot working under her. An HR intern need to be detail- oriented and should be able to demonstrate good administration and organization skills. The task assigned to me was updating employee absence records, filling in HR documents.

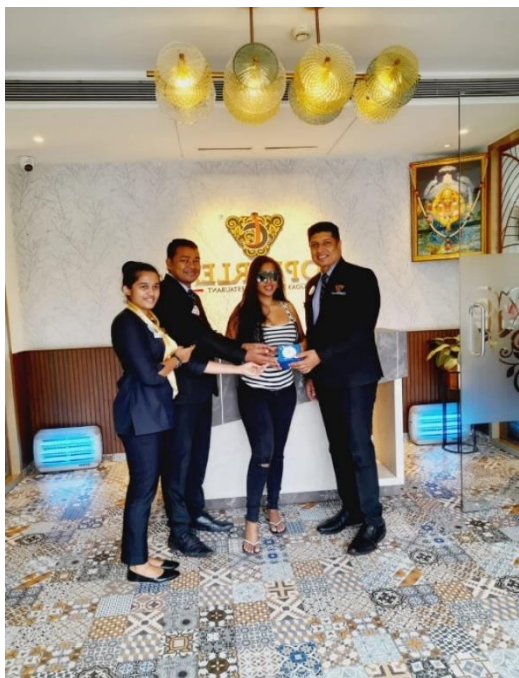
My duty mostly used to be in Panjim itself, and task assigned to me check staff's police verification forms, shortlisting candidates by co-ordinating with the HR Manager. I got the opportunity of screen resumes and application forms and also shortlisting candidates and scheduling interviews. My main task was updating the database with new employee information. Check who's off it is, conveying messages to the staff delivered by the CEO. I learnt how to address queries and benefits offered to the staff.



## Memories:







**CONCLUSION:**

The opportunity to work at Copperleaf has been a life-changing one for me. I learned a lot, and I can state with certainty that I've advanced much from my starting point. I began working on October 25, 2021, and I continue to learn new things and expand my expertise every day. I occasionally made mistakes, but the staff and co-workers around me were very patient in explaining how I could improve my performance in addition to correcting my errors. Although I worked in the front office department, I made sure to pay attention to the tasks carried out by the other departments, such as food and beverage services. I made a lot of new friends and now feel comfortable enough to start a conversation and conduct myself professionally at work. The office atmosphere is excellent, and the co-workers are really helpful and kind at all times.

Additionally, I would want to express my gratitude to the front desk employees for their assistance and amazing educational experience.