



INTERSHIP REPORT  
TAJ RESORT & CONVENTION CENTRE  
GOA  
&  
VIVANTA  
GOA PANJIM

Name: Vasudev Walke

Roll no.: 2018

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## **Acknowledgement**

I would like to express my profound gratitude to my parents and everyone else for their unwavering support as I went forward to complete my internship at Taj Resort and Convention Centre Goa & Vivanta Goa Panjim

Additionally, I want to thank the institution for giving me the chance to participate in this in-depth internship at Taj Resort and Convention Centre Goa & Vivanta Goa Panjim

I sincerely want to thank Learning & Development Manager Mr. Valentine Athaide (Taj Resort & Convention Centre) & Mr. Paresh Prabhu (Vivanta Goa panjim) For their Constant Support And Guidance

I Want to Thank Mam Sujal, For her Unwavering Support For our internship. And her Amazing Support

Last but not least, a sincere thank you to Taj Resort and Convention Centre Goa & Vivanta Goa Panjim for the opportunity of selecting me to intern with your company,

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for a learning opportunity and to experience how the  
Industry works

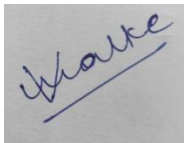


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## **Declaration**

I Vasudev Krishna Walke student of Goa Business School, Goa University hereby declare that I have completed my 2 months training in Taj Resort & Convention Centre (TRCC) & Taj Vivanta Panjim 1 month. From 16th May to 16<sup>th</sup> June (TRCC) 16<sup>th</sup> June to 16<sup>th</sup> July (Taj Vivanta Panjim). I hereby also Declare that I have completed my Internship report for Academic Year 2022-2023

The information provided by me in the report is true by my knowledge



(Signature)

Seat No: 2018

Class 3<sup>rd</sup> year 2020 Batch

Date: 16<sup>th</sup> August 2022

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# CERTIFICATE

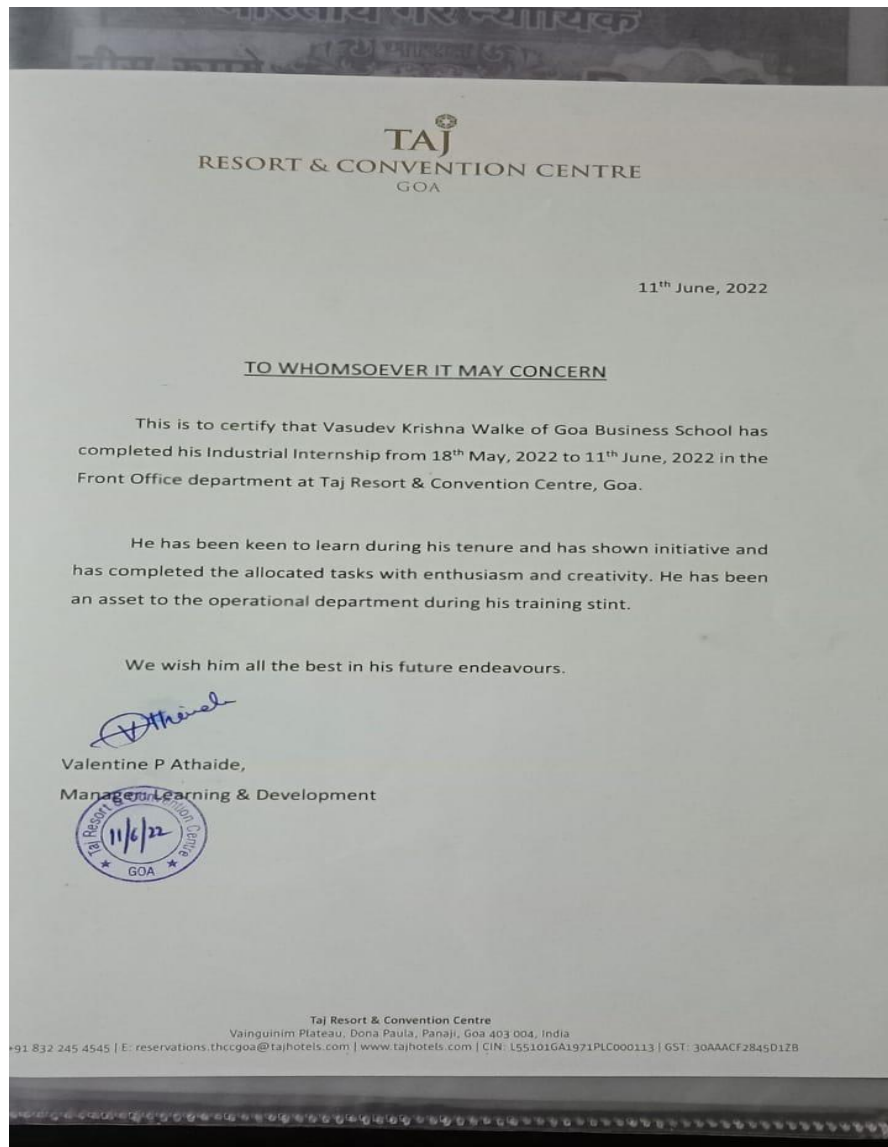
(TAJ Vivanta Panjim)



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# CERTIFICATE

## (Taj Resort And Convention Centre)



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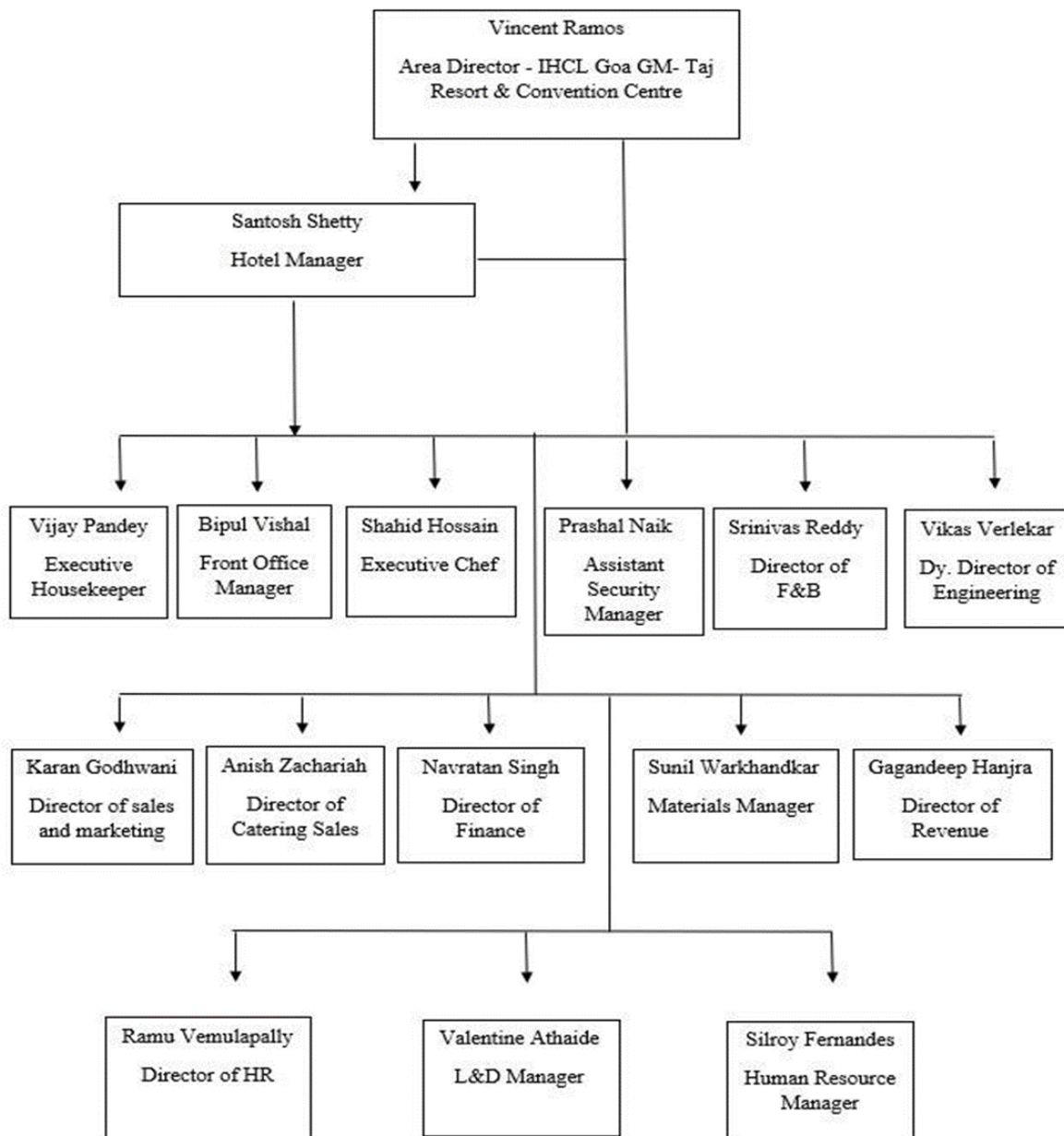
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## **ORGANIZATIONAL STRUCTURE (Taj Resort & Convention Centre)**

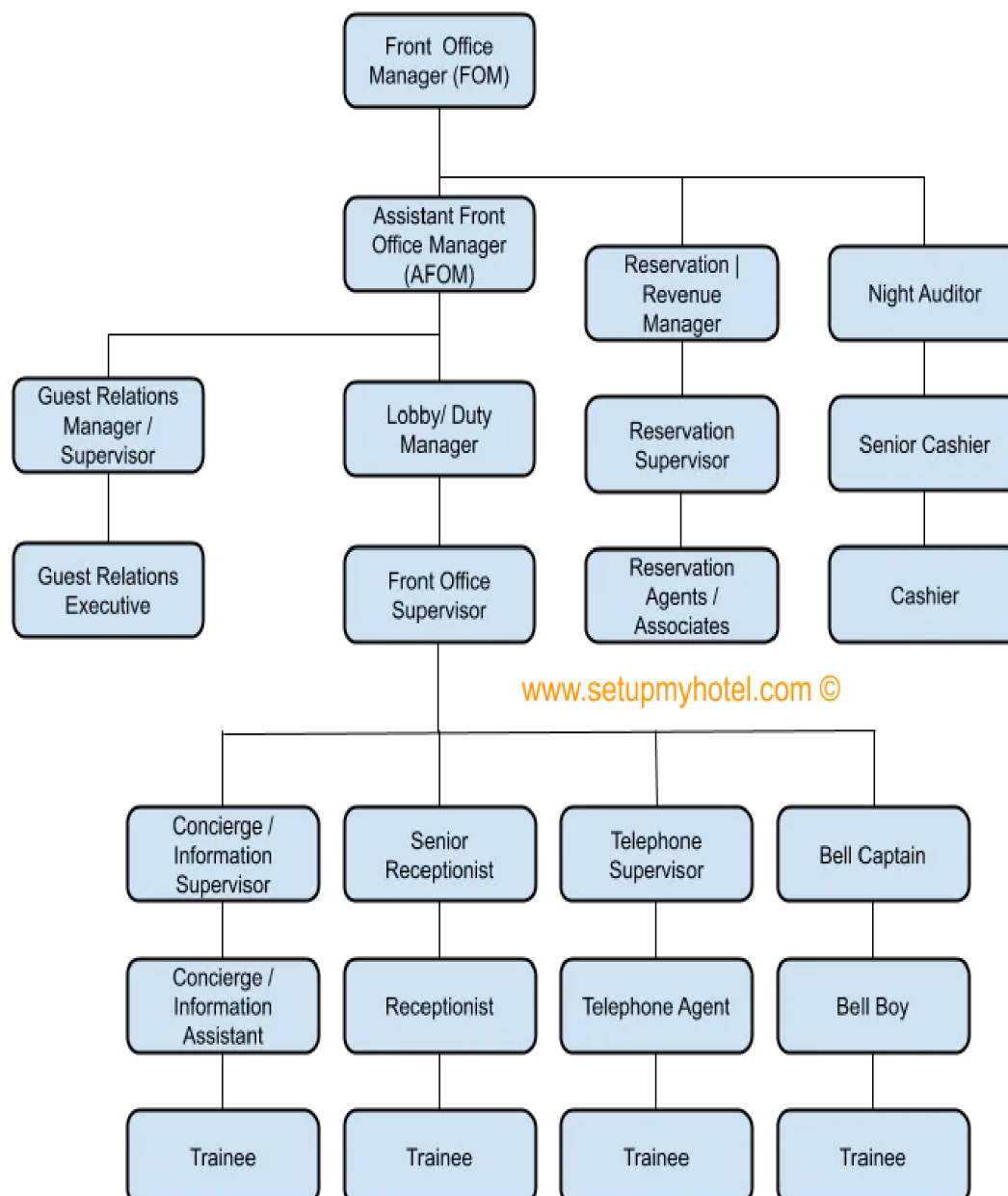




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## **ORGANIZATIONAL STRUCTURE (VIVANTA GOA Panjim)**

### **Front Office Hierarchy | Organisation Chart Large Hotel**





### **Introduction to Taj Group of Hotels**

**Taj Hotels** is a chain of luxury hotels and a subsidiary of the Indian Hotels Company Limited, 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.

Jamsetji Nusserwanji Tata, founder of the Tata Group, opened the Taj Mahal Palace, a hotel in Mumbai (formerly called Bombay) overlooking the Arabian Sea, on 16 December 1903. It was the first Taj property and the first Taj hotel. There are several anecdotal stories about why Tata opened the Taj hotel. According to a story, he decided to open the hotel after an incident involving racial

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discrimination at the Watson's Hotel in Mumbai, where he was refused entry as the hotel permitted only Europeans. Hotels that accepted only European guests were very common across British India then. According to another story, he opened the hotel when one of his friends expressed disgust over the hotels that were present in Bombay then. But a more plausible reason was advanced by Lovat Fraser, a close friend of the Tata and one of the early directors of the IHCL group, that the idea had long been in his mind and that he had made a study on the subject. He did not have any desire to own a hotel but he wanted to attract people to India and to improve Bombay. It is said that Jamsetji Tata had travelled to places like London, Paris, Berlin, and Düsseldorf to arrange for materials and pieces of art, furniture and other interior decor for his hotel.



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## **About Taj Resort and Convention Centre Goa**

Located on Vanguinim Beach, 10 mins drive from Panjim city and 40 mins from airport, conceptualized as an “Urban Convention Hotel in a resort setting”.

The convention centre, is the centre piece. Lorded over by a 1200 sq. metres pillarless hall, 6 breakaway spaces, an exclusive entrance and ample recreational options, scale here is inevitable. 282 rooms & 17 themed suites, play perfect accessories, with more than half of them facing the sea. Suites and Club Rooms top up the experience with the 24x7 Club Lounge.

- **Convention Centre:** The 13000sq ft ball room divisible into three independent halls offering flexibility for usage supported with a large pre-function space which opens onto a huge semi covered pavilion.
- **Functional Courtyard:** Shared by the Ballroom, Group Arrival Lobby and the All-Day Dining Restaurant, is the Al-fresco Dining Courtyard with colourful cascading Bougainvillea and features a copper toned water wall.
- **Rooftop:** Landscaped with 25m long, infinity-edge lap pool to offer ultimate views of the Vainguinim beach, the Zuari bay and the sea beyond and perfect sun bathing opportunity.

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- State of the art technology: Entire façade has high performance glass to reduce heat gain and cut any noise ingress, central air conditioning system which reduces indoor noise decibels and save on energy, conserve water through efficient fixtures, water recycling and rainwater harvesting.
  - Parking Spaces: Ample parking spaces have been planned on surface and in the basement to cater to the ever increasing parking requirement.
  - Water Garden: With Aquatic plants and water buffalo sculpture, inspired by the many natural ponds seen along the back roads of Goa, greets guests as they check in at reception.
  - Upper Basement: A 25m Lap Pool adjacent to the Gym and Kids Club below the stilt roots of a carefully protected 200+ year old Banyan Tree.

### **Mission:**

To improve the life of communities we serve globally through long term stakeholder value creation based on leadership with trust.

### **Vision:**

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The vision statement for Taj Hotel Group is its strategic plan for the future – it defines what and where Taj Hotel Group Company wants to be in the future. The vision statement for Taj Hotel Group is a document identifying the goals of Taj Hotel Group to facilitate its strategic, managerial, as well as general decision making processes.

### **Products**

Superior Rooms

Deluxe Sea View Rooms

Luxury Rooms

Luxury Sea View Rooms

Taj Club Sea View Rooms

Deluxe Suite

Luxury Suite

Grand Luxury Suite

Hospitality Suite

Presidential Suite

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## **Services**

The Banyan Bar

BLD Restaurant

Jiva Spa

C 2 C Restraunt

All Day All Night Club

Assemblia Banquet Hall

Cinema





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## Organization Structure

Mr. Vincent Ramos  
(Senior Vice President IHCL Goa)



Mr. Santosh Shetty  
(Hotel & Operations Manager TRCC)



Mr. Bipul Vishal  
(Front Office Manager)

Mr. Gagandeep Singh Hanjra  
(Head- Revenue Management, Goa)

Mr. Vijay Pandey  
(Executive Housekeeper)

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Mr. Md. Shahid Hossain  
(Executive Chef)

Mr. Karan Godhwani  
(Director-Sales & Marketing)

Mr. Ramu Vemulapally  
(Area Director HR)

Mr. Silroy Fernandes  
(Manager HR)

Mr. Valentine Pio Athaide  
(Learning & Development Manager)

Mr. Vikas Verlekar  
(Deputy Chief Engineer)

Mr. Srinivasa Reddy

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(Director- F&B)

Mr. Navratan Singh  
(Area Financial Controller Goa)

Mr.Sunil Warkhandkar  
(Purchase Manager)





### **ABOUT VIVANTA GOA PANJIM**

Exuding the sunshine state's classic joie de vivre, Vivanta Goa, Panaji sets the bar high for hospitality in Goa's capital city. According to the reviews, Business guests feel at home in their contemporary rooms and suites which overlooks the shimmering city view.

The USP of Vivanta Panaji Goa is that it caters to and attracts business clients because of its unique meeting rooms, and casino audience, it also caters to common men.

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The hotel has departments which include: Sales & Marketing, Finance, F&B services, Engineering, IT, Food Production, Front Office, Human Resources, House Keeping and Security.

To book or view their rooms one can contact them through:-

Address: D. B. Bandodkar Road, St. Inez Junction, Panaji, Goa 403 001, India

Telephone: +91 832 663

3636 Email:

[vivanta.panaji@tajhotels.com](mailto:vivanta.panaji@tajhotels.com)

Website:

[www.vivantabytaj.com](http://www.vivantabytaj.com).

## **Products offered by the hotels**

- SUPERIOR ROOM CITY, VIEW QUEEN/ TWIN BED

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- DELUXE ROOM CITY VIEW, QUEEN/TWIN BED
  - PREMIUM ROOM CITY VIEW, QUEEN/TWIN BED
  - DELUXE SUITE CITY VIEW QUEEN BED
  - PREMIUM SUITE CITY VIEW QUEEN BED

## **Other Recreational Facilities**

### **Dining**

- Tamari - Pan Asian Fine Dining
- Latitude - All Day Dining
- Tease - Lounge Bar
- Qmin - Takeaway and restaurant
- Outdoor Catering - Taj Sats

### **Meeting Rooms**

- Agenda
- Strategy and Analysis
- Celsius The Rooftop

- 
- Tango

## Spa and Fitness

- Jiva Spa
- Fitness Center
- Rooftop Pool
- Gym





## **My Experience In Front Office Department (Taj Resort And Convention Centre)**

Well My Training started on 18<sup>th</sup> May 2022 where first 2 days there was induction where they told us about the values and mission of Taj Hotels & IHCL. Our main Training Was started on 20<sup>th</sup> May 2022 Where the jobs were assigned to each one of them mostly boys were sent on bell desk and concierge and girls on reception and back office for updations etc.

I was given an opportunity to stay at bell desk and escort the guest to the room. Where in I had to deliver the luggages of the guest to their respected rooms.

Things I learnt is u should always greet the guest according to the time and then ask the permission of the guest to enter the room for keeping the luggages on the place. After leaving the room u should ask the permission of the guest if u can close the door and again greet them by saying “have a good stay sir/mam”

I also helped many guest in packing their gifts dor example : The guest would call the reception and ask to send someone who can help me pack the gift I was beng sent the officials with gift wrapper and scissors cello tape etc. to help the guest.

Also some guests would get happy with my work and would tip me and would give their personal number and tell me to get contacted when I finish my studies for jobs.

**On 12<sup>th</sup> of june 2022 I joined VIVANTA GOA PANJIM** For the same department. The 1<sup>st</sup> day I was given some brief about the hotel and From the next day I was sent to the department.

Rest of the day till the end of my training in VIVANTA I learnt alot of things

1<sup>st</sup> two days they jst made me observe how the department works like the guest calls the ask team and tells their issue they are facing or asking for some help, the ask informs the same to the reception and then the reception informs the bell desk/ bell boys,

After the observation they 1<sup>st</sup> let me to deliver the luggages after almost doing my work great they taught me to update the guest profiles on opera software whereas I would update 50-60 guest profiles a day.

They made me to escort the guest to their rooms sometimes the guest would tell the reception the they forgot their keys in the room than I was sent with access key and sometimes master key to give access to the guest on their respected floors.

At the ending of my internship I was given night shift where I had to print the registration cards for the next day, health consent forms etc. to Xerox all the arrival reg cards and the Guest id's, Slot the Departure registration cards in their respected files, I also learnt to issue keys to the guest on the opera software, I updated the guests reviews on the opera software (TRUST YOU), And also updated Single Window which is mostly updating Guest complaints on software . I was also made to make welcome drinks to the guest mostly kokum juice in Morning Shift. And also received appreciation from various guests.

## **Special Observations (TRCC & VIVANTA GOA PANAJI)**

- Welcoming of guest with warm Greetings
- Being polite to the guest inspite of guest being very rude
  - Helping out guest in any sort of manner
- Providing discounts to guest who have memberships  
And who are regular customers
- Acknowledging the guest about facilities and amenities  
provided while checking in
  - Smaller than smaller things would be tagged with  
guests name/ Room no./ Phone no.
- Not even single thing from the property was allowed to  
take home. Even the gift received from the guest was  
allowed to take home after a letter was received by the  
guest with sign of giving the gift to so and so person
- Employees were not allowed to enter the property if  
they are not wearing helmet while entering the  
property .

Task Completed in?

1. Bell Desk
2. Concierge
3. Back office
4. Reception

## CONCLUSION

Firstly I was very nervous while beginning my internship but after some time I got use to the timings of work, I made lots of new friends, I learnt how to communicate to the guest like greeting the guest.

Helping the guest, being professional taking responsibilities rather than jst taking casually. During the internship I learnt **“that you can be sure only if you have seen through your eyes”** rather than just informing your superior by listening to others. Mainly during this internship I learnt to control my anger as I am short tempered guy, I learnt to keep calm and answer the guest politely.

I also got the opportunity to work in housekeeping and f&B department whereas they could send us when they require help.

In this 2 months I got to know how the professional life works and got chance to work with such an amazing and supportive staff.

*Thank  
You!*

