

**INTEGRATED MBA IN HOSPITALITY AND TOURISM  
GOA UNIVERSITY**

SUMMER INTERNSHIP REPORT

VIVANTA

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GOA  
Panaji

**HUMAN RESOURCE MANAGEMENT**

NAME: VERNON FABIO FERNANDES  
ROLL NO: 2019

### **DECLARATION**

I hereby declare that this project is submitted for fulfilment of industrial training required for Integrated MBA in Hospitality, Travel and Tourism. The contents of this project are original and are based on my knowledge acquired at my internship.

# CERTIFICATE OF EXCELLENCE

VIVANTA

GOA  
Panaji

This certificate is proudly presented to

Mr. Vernon Fabio Fernandes  
from Goa Business School, Goa University  
in recognition of successfully completing the Industrial Exposure Training  
in Human Resources

departments with an attendance of 95.08 %

The duration of this training was from 16/05/22 to 15/07/22



GENERAL MANAGER



L & D MANAGER

IHCL

## ACKNOWLEDGEMENT

With great pleasure, I would like to extend my sincere gratitude to God,  
My parents for their sincere support they have given me.

I would also like to thank the college, The principal for the opportunity  
to be a part of this knowledgeable internship at Vivanta Panaji Goa.

A big thank you to my Coordinator Ma'am Poonam, for the guidance  
through all the hardships faced at this internship.

A sincere Thank you to my HR Manager Ullas KS and HR Executive Rainer  
Rodrigues For the constant support, the ideas in making this successful  
internship report, for the good corporation with me during the training.

Last but not the least a grateful thank you to Vivanta Panaji Goa for the  
opportunity of selecting me to intern with your company, for a learning  
opportunity and an industrial exposure at your firm.

## **INDEX**

SR NO.	TOPICS
1	Declaration
2	Certificate
3	Acknowledgment
4	Executive Summary
5	Introduction
6	Organizational structure
7	Swot Analysis
8	Porters 5 Forces
9	Introduction to TATA
10	INDIAN HOTELS COMPANY LIMITED
11	Vivanta by Taj
12	Research topic and objective
13	Learnings
14	Conclusion

## **EXECUTIVE SUMMARY**

This Report is about my internship at Vivanta Panaji Goa from May 16 2022 to June 16 2022 in the Human Resource Department that I completed as a requirement of my I.M.B.A program. As being completely new to practical, corporate world setting, every minute spent in this company gave me some amount of experience. Being a Part of this Organization and getting an industrial exposure in the Human Resource Department was a great learning experience for me, which to me will be a major asset for my career advancement.

In this report I have jotted down the introduction of the hotel and the summary of the services provided by them.

As the main purpose of the internship is to learn by working in the practical environment and to apply the knowledge acquired during the studies in the real world scenario in order to tackle the problems using the knowledge and skills learned in the academic process. In this internship I did my research with the help of the knowledge I gained in one of the subjects. This report also contains the organizational structure and the requirements of the employees in brief.

With limited time, knowledge and experience I tried my best to complete my internship project and make this report as understandable as possible and turned my real world experience into this document.

# VIVANTA

GOA  
Panaji

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 is overlooking the shimmering city view.

The features and amenities include an option of a queen- sized or twin bed, wooden flooring, ergonomically designed contemporary furniture, recessed down-lighting, state-of-the-art home theatre system, a multi-media gadget panel, mini bar and a tea/coffee maker. The four-fixture bathroom lorded over by a sleek kaldewei bathtub has a glass - walled cubicle with a rain shower and Egyptian cotton bath linen.

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

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

To book or view their rooms/resort 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)



VivantaGoaPanaji

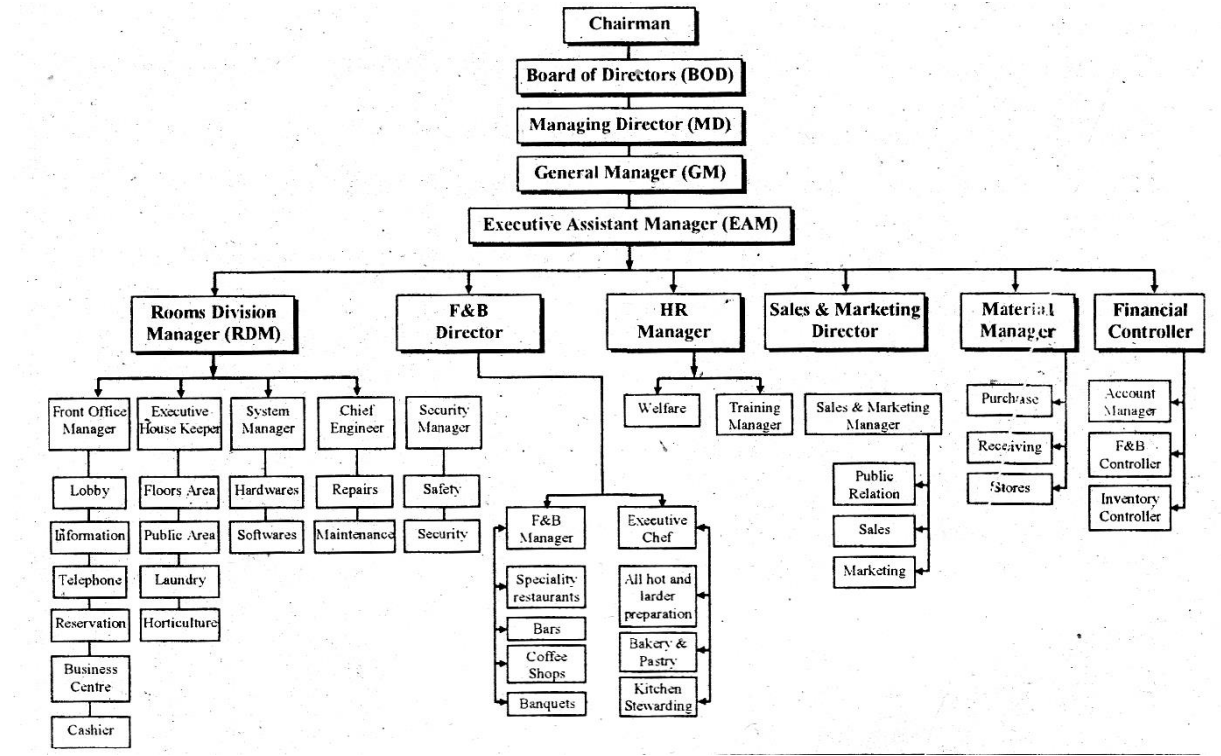


Vivanta\_Goa



vivantagoapanaji

## ORGANISATIONAL STRUCTURE





# **SWOT Analysis**

## **Strengths**

Location  
the perception of a brand  
Just in time reduces carrying costs  
consumer who is happy

## **Weaknesses**

Inventory management in logistics  
flow of communication  
unsatisfied clients  
both proactive and reactive maintenance

## **Opportunities**

Expansion

## **Threats**

Competitors

### Porter's 5 Forces

One of Goa's upscale hotel brands is the on Group of Hotels.

1) One of the major forces behind the expansion of India's services sector is the tourism and hospitality sector. India has a lot of promise for tourism because of its diverse environment, rich cultural and historical legacy, and beautiful landscapes. areas of natural beauty dispersed around the nation compete in the sector.

#### Alternative rivals

- 1) ITC Hotels
- 2) Hyatt Hotels Corporation and Marriott International
- 3) Marriott Hotels & Resorts is Marriott International's
- 4) Novotel

#### 2. Threats of new entrants

Since the tourist and hospitality sectors are expanding rapidly and increase sales and occupancy rates, there is always a risk of new competitors entering the market. Offering more and better services might put a lot of pressure on Taj Vivanta. The Taj Vivanta has to confront these issues head-on and put up safer walls to shield them from harm.

#### Institute of Sustainability Measures

Provide More Spacious Accommodations

Create an Experiential Getaway

#### 3. Bargaining power of suppliers

Compared to customer bargaining power, this force often does not constitute a serious danger to the hotel sector, although it can nevertheless have a small amount of influence over the business. The sector is more enticing and hence has a better potential for profit when the supplier power is reduced. However, the more suppliers there are for a given sector, the more influence each supplier has on that business. This may affect input prices and place a pressure on companies that depend on their goods and services. This puts hotel managers in a difficult situation, but they must figure out a method to work with suppliers in order to achieve a cost advantage in order to stay competitive.

- By creating an effective supply chain with a variety of suppliers; • By experimenting with product designs utilizing several materials so that the firm may switch to another if the price of one raw material increases.

- Creating devoted suppliers whose businesses rely on the company

#### 4. Bargaining power of buyer

the negotiating power of the customers. This speaks to the power of consumers to demand price drops. A excellent illustration is when travel agencies buy or reserve a lot of hotel rooms. As clients have more negotiating power, hotels may cut their rates. If suppliers have a lot of negotiating power, they may find it difficult to raise prices and possibly end up losing money. On the other side, if suppliers don't have much clout, they can hike prices to boost profits. Hotels that serve tour groups or have a specialized clientele will be more at risk from strong consumer demand. On the other hand, because they lack a contract, individual or walk-in clients have little to no negotiating leverage.

#### 5. Threats of substitutes products and services



Tata Group is an Indian multinational conglomerate company head- quartered in Mumbai, Maharashtra, India. It encompasses seven business sectors: communications and Information Technology, engineering, materials, services, energy, consumer products and chemicals. It has operations in more than 100 countries across six continents. Tata Group has over 100 operating companies each of them operates independently. Out of them 32 are publicly listed. The major Tata companies are Tata Chemicals, Tata Global Beverages, Tata teleservices, Ti- tan Industries, Tata Communications and Indian Hotels Company Limited. The combined market capitalization of al the 32 listed Tata companies was \$89.88 billion as of March 2012. Tata receives more than 58% of its revenue from outside India.

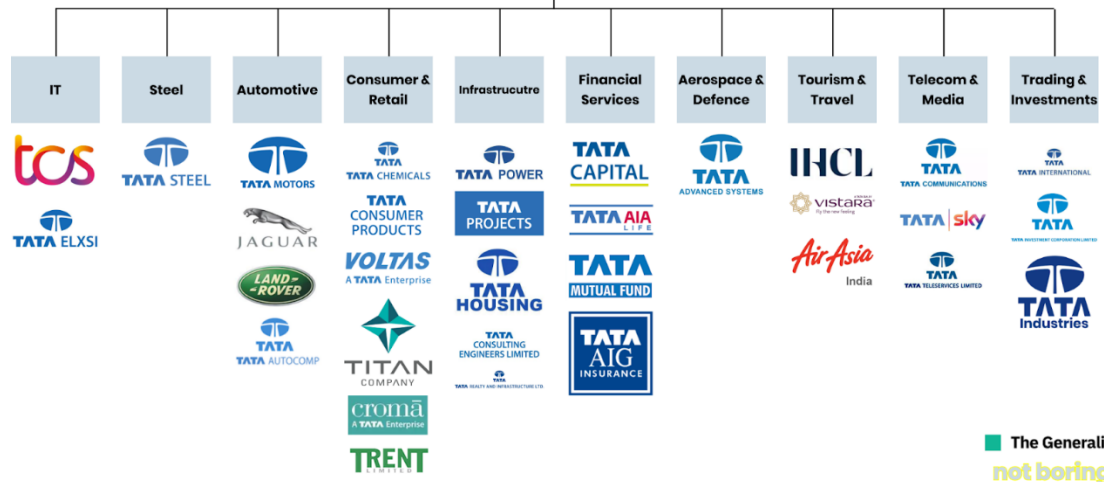
Tata Group remains a family owned business, as the descendants of the founder (from the Tata family) own a majority stake in the company. Tata Sons is the promoter of all Key Tata companies and holds the bulk of shareholding in these companies. The chairman of Tata Sons has traditionally been the chairman of the Tata group. About 66% of the equity capital of Tata Sons is held by Philanthropic trusts endowed by members of the Tata family. promoter of all Key Tata companies and holds the bulk of shareholding in these companies. The chairman of Tata Sons has traditionally been the chairman of the Tata group. About 66% of the equity capital of Tata Sons is held by Philanthropic trusts endowed by members of the Tata family.

The Tata Group and its companies and enterprises are perceived to be India's best known global brand within and outside the country as per an ASSOCHAM survey. The 2009 annual survey by the Reputation Institute ranked Tata Group as the 11th most reputable company in the world. The survey included 600 global companies. The Tata Group has helped establish and finance numerous quality researches, educational and cultural institutes in India. The group was awarded the Carnegie Medal of Philanthropy in 2007 in recognition of its long history of philanthropic activities.

Tata Sons limited is the holding company of the Tata Group and holds the bulk of shareholding in these companies. It was established as a trading enterprise by Group founder Jamsetji Tata in 1868. The chairman of Tata Sons has traditionally been the chairman of the Tata Group. About 66% of the equity of the equity capital of Tata Sons is held by Philanthropic trusts endowed by members of the Tata family. The biggest two of these trusts are the Sir Dorabji Tata Trust and the Sir Ratan Tata Trust, which were created by the families of the sons of Jamsetji Tata.

# Tata Group

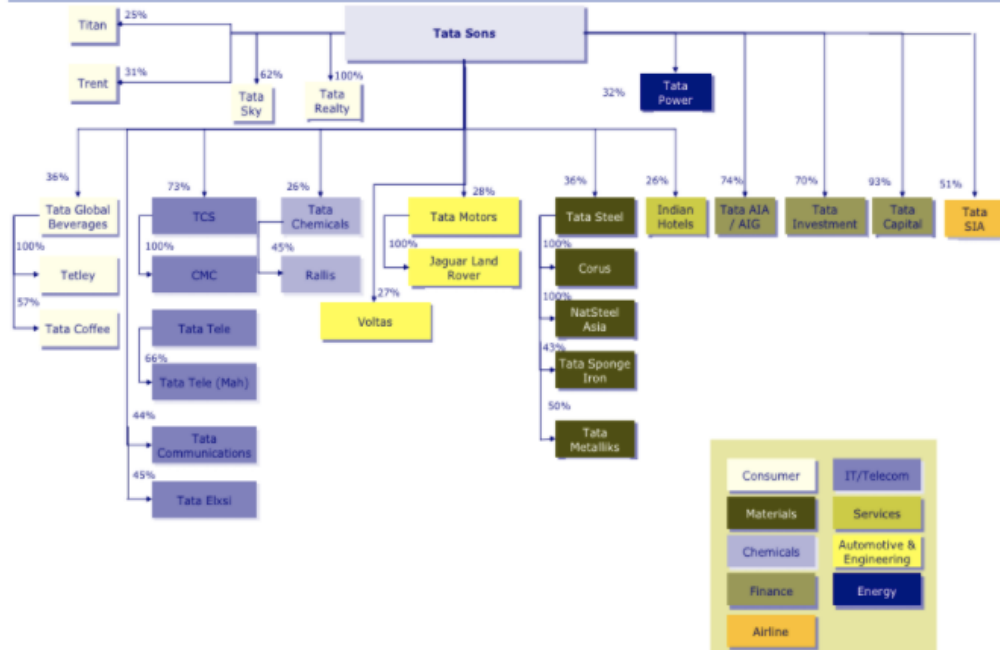
**Tata Sons**  
(Holding Co)



## Tata group structure

Figure 3

### Tata Sons Holdco structure



Source: Companies, Ace Equity, CLSA



## Leadership Team - IHCL



Mr. Puneet Chhatwal  
MD & CEO





## THE INDIAN HOTELS COMPANY LIMITED

The Indian Hotels Company Ltd. (IHCL) and its subsidiaries are collectively known as Taj Hotels Resorts and Palaces and Safaris are recognized as one of Asia's largest and finest hotel company. Incorporated by the founder of the Tata Group, Mr. Jamsetji N. Tata, the company opened its first property, The Taj Mahal Palace Hotel, Bombay in 1903. The Taj, a symbol of Indian hospitality, completed its centenary year in 2003.

Spanning the length and breadth of the country, gracing important industrial towns and cities, beaches, hill stations, historical and pilgrim centers and wildlife destinations, each Taj hotel offers the luxury of the service, the apogee of Indian hospitality, vantage location, modern amenities and business facilities.

**The Indian Hotels Company Limited (IHCL)** is an Indian hospitality company that manages a portfolio of hotels, resorts, jungle safaris, palaces, spas and in-flight catering services. The company is being managed as a subsidiary of India's Tata Group.

IHCL was founded in 1868 by Jamsetji Tata and is headquartered in Mumbai, Maharashtra. It has more than 196 hotels in 80 locations across 4 continents and in 12 countries, with over 20,000 rooms and 25,000 employees.

- Taj: Luxury hotels with 47 hotels in 34 locations. Its portfolio consists of luxury hotels, resorts, jungle safaris and palaces.
- Vivanta: Upscale hotels with 25 hotels in 20 locations.
- Ginger: Midscale hotels with 45 hotels in 32 locations.
- SeleQtions: Brand that includes hotels such as The Gateway Savoy in Ooty, Vivanta by Taj President in Mumbai, Vivanta by Taj-Blue Diamond in Pune and Vivanta by Taj-Ambassador in Delhi.
- The Gateway: Midscale hotels.



A curation of authentic living palaces, landmark hotels, resorts and safaris, Taj is the hallmark of iconic hospitality across the globe. The brand is recognized for its warm and intuitive service and is the undisputed leader in Indian hospitality.

*Tajness*

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## A COMMITMENT RESTRENGTHENED

Trust Awareness Joy – tajness

True luxury is in the details. It's built with time and care, and an unparalleled vision. With years spent perfecting a craft. With decades spent acquiring a reputation. And with centuries spent building a culture. Luxury becomes real when it has a legacy.

And Taj is built on a legacy. One that manifests itself in a feeling. One that has existed for over a hundred years. A feeling enriched through care, warmth, and a strong sense of nobility. A feeling seeped in tradition, etiquette, and expertise.

### A Feeling Called Tajness

Ever since the grand doors of the Taj Mahal Palace, Mumbai first opened to the world on December 16, 1903, much was said about it being the finest hotel in India at the time, and nothing has changed since.

Tajness was born out of decades of dedication towards incredible hospitality, and centuries of building a culture like no other hospitality institution has.

At the heart of Tajness, are six pillars—Nobility, Sincere Care, Homage to Local Culture, Sensorial Journeys, Pioneering Spirit, and Authenticity that hold this unique concept of hospitality higher than all others.

### NOBILITY

The founder of Taj—Jamsetji Nusserwanji Tata, also known as the 'Father of Indian Industry,' was an ardent believer in honest and straightforward business principles, and a visionary who foresaw today's India a century ago. Nobility is a key element in Tajness, which is quintessentially Indian and world-class in its refinement. Inspired from the inherent nobility of India and her traditions, the story of Taj flows parallel to that of the Freedom Movement of what is now the biggest democracy in the world.



### SINCERE CARE

Hospitality in India has its roots in the ancient and medieval ages. From the Kings, Queens, their Kingdoms and their Palaces, Taj revives these traditions with a master touch of modern, world-class sophistication. Driven by emotion rather than logic, Tajness means taking care of the tiniest of your everyday needs and addressing the simplest of queries in a unique, never-before experienced way.

### HOMAGE TO LOCAL CULTURE

Taj sincerely believes in giving back to the local landscape, its culture, its people, and its communities. The essence of a Taj property lies in the art, craft, stories, and folklore of the land. While preserving India's heritage, Taj has also been called the inventor of heritage tourism. At Taj, we follow a tradition that cares for its people by providing jobs, medical cover, education for our staff's children, and involvement in planning their future.

### SENSORIAL JOURNEYS

An integral part of Tajness, is the journey our guests take throughout the day. Ceremonially marked by a welcome we call the 'Arrival.' Followed by a 'Wake-Up' with Yoga to give your day a harmonious beginning, only to precede the 'Afternoon Tea' chosen from a selection of the world's finest teas. The 'Sunset' at Taj is honored by lighting hundreds of traditional diyas as the day passes into the night. And later, we pay homage to the local culture as we bring to you 'Music' of the land, and to conclude, the unique 'Fragrance' of Taj is precisely the one that will be etched into your memory.

### PIONEERING SPIRIT

Born out of a restless ambition to transform the face of Bombay, and eventually the world of hospitality; Taj, ever since its inception has been a catalogue of firsts. From the city's first licensed bar to the country's first discotheque, the spirit of innovation and pioneering is apparent in Taj's vision to be the best in its class. Just like the vision of its founder, Jamsetji Tata.

### AUTHENTICITY

At Taj, authenticity is at the root of everything. Each property, experience, dish, suite, or service bears originality. Balancing the glory of the past with the conveniences of the modern, at Taj, curated experiences take the form of desires without one ever having to spell them out.

# VIVANTA

GOA  
Panaji

**Vivanta** is an Indian hotel chain established in September 2010. The brand is a part of the Indian Hotels Company Limited, a subsidiary of the TATA Group. The brand Vivanta was born as a part of The Indian Hotels Company Limited brand architecture exercise. With this the brand rolled over 19 of its hotels to the new brand. This brand architecture exercise was a part of their previous launch of The Gateway hotels, which is marketed as an upscale brand.

Exuding the sunshine state's classic joie de vivre, Vivanta Goa, Panaji sets the bar high for hospitality in Goa's Capital City. Global bon vivanta and business guests feel at home in our contemporary rooms and suites overlooking the shimmering city views. Courteous and impeccable service makes each stay stress free and indulgent.

Area of Property : 5800 Sq. Mts.
Build in Area : 2845 Sq. Mts.
No. of Guest Floors : 6
No. of Guest Rooms : 172
Height of Building : 24 Meters
Proximity to Business Belt of Goa
Rooftop Cabana Dinner
Pan-Asian Restaurant
Signature Spa Experience at Jiva Spa
Pets are welcomed
Check-in from 1400 Hours
Check-out till 1200 Hours Total Area

## ROOMS & SUITES



Features and amenities include an option of a queen-sized or twin bed, wooden flooring, ergonomically designed contemporary furniture, recessed downlighting, state-of the-art home theatre system, a multi-media gadget panel, mini bar and a tea/coffee maker. The four fixture bathroom lorded over by a sleek bathtub has a glass walled cubicle with a rain shower and cotton bath linen.



#### **SUPERIOR ROOM CITY VIEW WITH QUEEN / TWIN BED**

Our sunlit Superior Rooms are stylish and comfortable, ideal for both business and leisure travelers. Immaculate round-the-clock service makes your stay here a breeze



#### DELUXE ROOM CITY VIEW WITH QUEEN / TWIN BED

Our Deluxe Rooms offer splendid views of the city with all the comforts of a modern den. Our courteous, round-the-clock service ensures that your stay is pleasant and comfortable.



**PREMIUM ROOM CITY VIEW WITH QUEEN / TWIN BED**

These rooms come with pleasant city views, designed for couples or small families. Courteous and prompt round the-clock service keeps you relaxed during your stay.



#### DELUXE SUITE CITY VIEW WITH QUEEN BED

Serene and spacious, the Deluxe Suites has a separate living room, bedroom and a well equipped bathroom. Impeccable in-room dining and housekeeping services are the cherry on the cake.



#### PREMIUM SUITE CITY VIEW QUEEN BED

Guests at our Premium Suite spend considerable time at the perfect spot to savor breakfast or afternoon tea while enjoying panoramic views of Panaji.





#### VIVANTA SUITE CITY VIEW QUEEN BED

Celebrate a special occasion by booking a stay at our resplendent Vivanta Suite. The delightful balcony offers charming vistas of Panaji, inspiring many a breakfast and afternoon tea.



Latitude

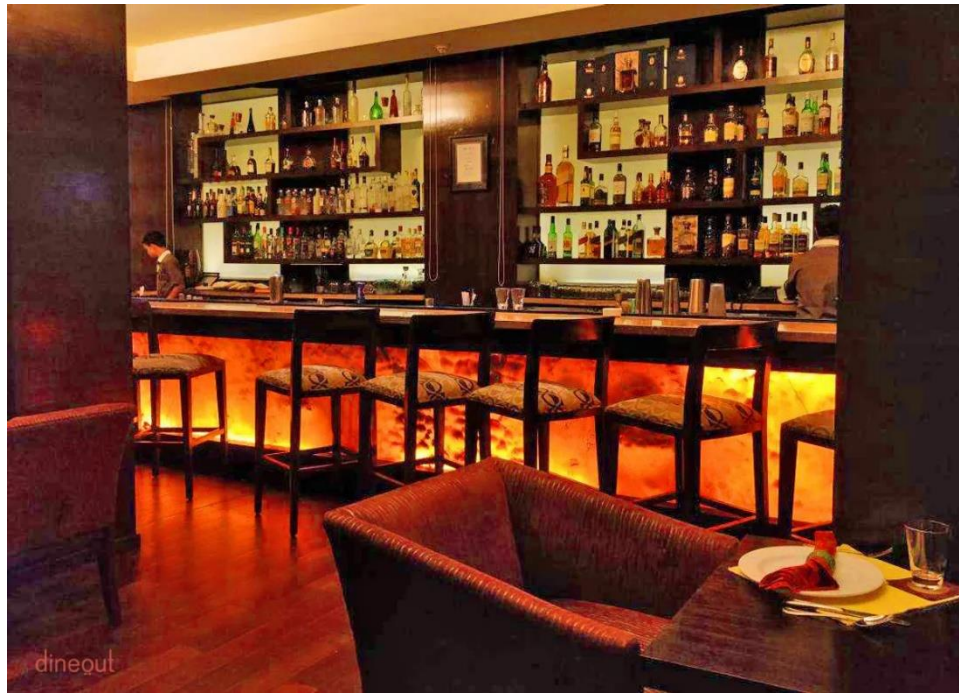
All Day Dining Multi Cuisine Timings 24 Hours Ambiance Located at the Atrium, the restaurant's theatre-style design is the perfect showcase for sumptuous and lavish buffets Specialty Pastas, Risottos, Burgers, Kebabs, North Indian Curries, Biryanis and Desserts



Tamari

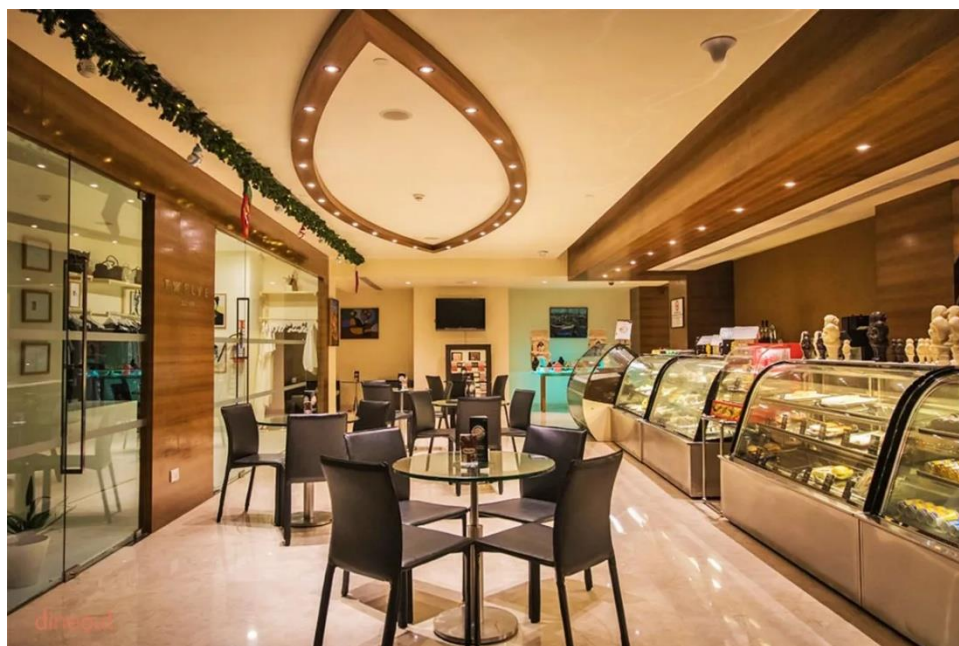
Pan-Asian Fine dining Cuisine Japanese, Chinese & Thai Timings Lunch – 1230 Hrs to 1500 Hrs Dinner – 1900 Hrs to 2330 Hrs Ambiance The cherry-blossom and lotus themed interiors are crafted for memorable dining experience. Specialty Fresh Sushi and Dim Sums. Delectable preparations from the live Teppanyaki counter. An extensive selections of Teas.





Tease bar

Lounge Bar Cuisine Bar, Snacks Timings 12:30 Hrs to 23:30 Hrs Ambiance A virtual wine rack at the entrance leads into chic interiors that set the tempo for an unforgettable night Specialty International and premium spirits, beers and cocktails, innovative concoctions made using local ingredients such as feni and kokum



Caramel

Bakery & Delicatessen, Patisserie Cuisine Freshly baked, Designer cakes, Savouries & Desserts Timings 1000 Hrs to 2200 Hrs Ambiance Contemporary décor adorns the Deli's interiors and an extensive display of cakes and snacks, catches the eye and appetite Specialty A variety of breads, gateaux, salads, sandwiches, burgers, quiches, cupcakes, muffins, wraps, pastries and chocolates



#### MEETINGS & CONFERENCES

Our technically-equipped, versatile banqueting venues are amongst the most impressive in Panaji and will definitely match your business conferencing requirements. We have a selection of event spaces that can accommodate 12 to 220 guests. Celebrate a special occasion with friends and family or plan a wedding, we'll pull out all the stops to bring your imagination to life.



TANGO This is the main ballroom of the hotel, pillar-less with state of the art infrastructure and facilities. The ballroom has a separate pre-function area, this hall can be divided into two break-out venues. (Tango 1 & Tango 2)



TANGO 1 This is a pillar-less hall with an additional pre-function area





AGENDA Meetings will be uber convenient at our meeting rooms. Preset lighting and drop-down screens are just some of the advantages



DEBATE Meetings will be uber convenient at Debate with preset lighting and drop-down screens STRATEGY & ANALYSIS This is a pillar-less hall with an additional pre-function area. Strategy & Analysis can be divided into two break-out venues  
OPEN Open is the perfect venue for business events



### JIVA SPA

A luxurious spa awaits you at Vivanta Goa, Panaji. Jiva Spa offers a beautiful blend of signature treatments inspired by time tested Indian wellness rituals which will energize you immediately.



### FITNESS CENTRE

Open 24 hours a day. Instructor available from 0600 Hrs. to 2100 Hrs.



ROOFTOP POOL Celsius



OPEN

Open is the perfect venue for business events



Cabana



### **Business Overview**

The Indian Hotels Company Ltd is the owner and operator of the Taj group of hotels. It is a public sector company with its shares listed with BSE and NSE. The company started in 1903 with a single hotel in Mumbai and is the pioneer of the hospitality Industry in India. Over the years the single hotel company, from its humble beginning, emerged as a colossus in the international hospitality business and today it has become a leading chain of hotels popularly known as the Taj Group with hotels in India and abroad.

### **MISSION**

Creating Sustainable value for all stake holders

### **PURPOSE**

To be a collection of globally reputable hotels seeking inspiration from the nobility of the Indian hospitality and heritage.

### **VALUES**

Integrity, Mutual respect and understanding, excellence, unity, responsibility.

### **FOUR STEPS OF SERVICE**

**Warm Welcome** – A warm and a sincere welcome. Use the guest name, whenever possible.

**Anticipatory Service** – Fulfil guest needs and provide anticipatory.

**UNITY**

We must work cohesively with our colleagues across the group, and with our customers and partners around the world, building strong relationship based on tolerance, understanding and mutual co- operation.

**RESPONSIBILITY**

WE must continue to be responsible and sensitive to the countries, communities and environments in which we work, always ensuring that what comes from the people goes back to the people many times over.

**EXCELLENCE**

We must constantly strive to achieve the highest possible standards in our day to day work and in quality of the goods and services we pro-vide.

**MUTUAL RESPECT AND UNDERSTANDING**

We must be caring, show respect, compassion and humanity for our colleagues and customers around the world, and always work for the benefit of the communities we serve.

**INTEGRITY**

WE must conduct our business fairly, with honesty and transparency. Everything we do must stand the test of public scrutiny Seeking Inspiration From The Nobility Of Indian Heritage And Traditions

RESEARCH TOPIC AND OBJECTIVE

**Personnel Planning:-**

- Strength of manpower & various ratios relating manpower
- Interviews and selection procedure
- Salary and grade structures
- Induction, probation, confirmation and placements
- Appraisal systems
- Resignation and retirement procedures

**Personnel Administration:-**

- Timekeeping functions; maintaining record of attendance, absenteeism, leave record, deduction statement, article register and gate passes
- Maintaining personal records pre-employment formalities, joining report, appointment letter, personal file, clearance
- Payment of allowances, bonus/ex-gratis, ESI, provident fund, gratuity, superannuation and leave travel allowance.

**Welfare:-**

Welfare schemes

Cafeteria

Organizing sports

## **LEARNINGS**

With respect to my two month internship, I acquired knowledge about the working at Vivanta Panaji Goa in the Human Resource Management Department.

During this internship which began on 16<sup>th</sup> May 2022 and ended on 16<sup>th</sup> July 2022, I was assigned duties to work with confidential employee information including medical files and interview rating sheets which helped me maintain confidential information in a professional manner.

Communication with the Human Resource Manager and executive present in the department helped me improve on building my communication skills amongst my employee, gave me a rough idea about the problem solving skill required at my workplace, it helped me better understand employee working, their department, their preferences in terms of engagement of employees in the workplace and their satisfaction in the organization.

I was even assigned duties such as introduction of new employees, helping them fill their first day application, bring all the documents required for reference checks and other such documents. Locker allocation to new trainees and allocation of departments to new joiners.

I was made to organize games and activities for auspicious days in the organization such as for Earth day I conducted an activity using recycled plastic bottles to make plant based and organize games by preparing posters and taking an initiative to conduct these sports such as cricket, foosball, table tennis, carrom and other such sports for all the employees, trainees and interns in the organization.

The organization conducted quarterly audits for 5 star rating, for safety week and other such audits whilst I was in the organization, there were other engagement activities such as a presentation by the police department on Road safety week which made to wonder as to why was safety of employees important to Vivanta and so became my research topic.

I was also made to prepare employees to start practicing and taking up roles to be a part of the annual day by taking nomination for the same. I prepared presentations for employees who were present in the organization for number of years to be awarded for the same.

Being on time, getting work done on time and following the uniform which included black formal trousers, white full sleeves shirt with black leather shoes, black socks, clean shave everyday was mandatory and following this routine everyday helped me learn about the excellence of time management and learning the importance of following orders and a routine.

I got an exciting chance to see the new Vivanta at Miramar Goa and Taj Fort Aguada, Sinquerim and met the important personnel's at the same. I got the opportunity to

apply theoretical acquired knowledge to real world experiences. I got an insight on the functioning of the Human resource at Vivanta Panaji Goa, it was a great learning experience and a successful internship to me.



Sao João kopell making competition



Khau galli street food festival for employees



Every Tuesdays & Fridays we organized games for employees of Panaji and Miramar property employees



Food safety poster making competition organized by Human Resource & Learning and development Department for the employees



Vivanta turns 13 years celebration

**Conclusion**

I learnt a lot during my first summer internship, which was amazing. During my summer internship with Taj, I gained a lot of knowledge about the hospitality sector. I discovered via observation and personal experience how to interact with individuals of diverse backgrounds and cultures.

I am really appreciative for the amazing experience and the chance to interact with individuals from many fields of knowledge, which were made possible by the management's help and coordination of its employees.

In conclusion, the information and skills I picked up throughout my internship period have helped me in my work and will continue to do so. I can be sure that this will help me in the future and as I gain more expertise. This internship experience has given me a variety of opportunity to use what I've learned in class.