



GOA TOURISM DEVELOPMENT  
CORPORATION LTD

# INTERNSHIP REPORT

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### **DECLARATION**

I declare that this report entitles “An Overview of Goa Tourism Development Corporation (GTDC)”has been prepared by me during the period from February to August 2022 under the guidance of “Laxmikant Vaingankar”,Dy G.M (Admin)”Goa Tourism Development corporation.

### **ACKNOWLEDGEMENT**

I attribute my sincere thanks to our institute. Institute of IMBA Hospitality Travel and Tourism Goa University for providing me this big platform to experience the valued training of the hospitality sector. I would also like to Thanks Mr. KGS Shankarnaryan. Mr.Poonam, Mr. EdgerD'Souza, Mr. Kevin D'Souza and Mrs. Albino Roshan for their constant support throughout my training. I am very grateful to them for their involvement and teaching different facts of the hospitality sector. I would also like to express my sincere gratitude towards the entire staff for their immense support, continuous guidance and impartation of their valuable knowledge which made this internship successful.

## **EXECUTIVE SUMMARY**

I have done my internship in the head office at Goa Tourism Development Corporation (GTDC) and it consist of 12 residencies , tour packages , private hotels , taxis , cruises activities. And hence forth it holds the main event such as Goan Carnival ad cultural and social activities held in Goa. It is situated in capital of Goa in the city of Panaji. I have done my internship at the tenure of six months from Feb 3<sup>rd</sup> to 18<sup>th</sup> Aug 2022 in different outlets such as Administration, Residencies, Marketing, and Travel Division.

## **AIM**

- To study and know about the department of the organization.

## **OBJECTIVE**

- To know about the process of Administration, Hotel Establishment, Marketing, Travel Division departments.
- To study and to learn the functioning of the departments of the organization to gain the practical knowledge.
- To experience how the corporation work and to learn new things which happens in Goa.
- To learn the Goa Tourism proposal plan how to develop market using online marketing.
- To give value for money spent by our guest.
- Optimum utilize of the available infrastructure and human resources.
- To comply with quality management system.
- To periodically review established quality objective.
- Continues improvement of the services.

## **INDUSTRY BACKGROUND**

The state of Goa, India, is famous for its beaches and places of worship, and tourism is its primary industry. Tourism is generally focused on the coastal areas of Goa, with decreased tourist activities inland. Foreign tourists, mostly from Europe, arrive in Goa in winter whilst the summer and monsoon seasons see a large number of Indian Tourist. Goa as compared to other states is not greatly populated but compared in term of tourists it is the most populated place in India. Apart from attracting tourist from all over India. It also attracts tourists of Foreign background during the month of November, December and January. Goa is heavily crowded. The real essence of Goa lies in its rich history, unique culture and the original natural beauty. Peaceful Goan lifestyle and adventure sports also draw the attention of the travelers within and Outside India. All kinds of Tourists are expected to visit Goa.it is India's smallest state by area and the fourth smallest by population.

Goa is India's richest state with a GDP per capita two and a half times that of the country as a whole Goa is one of the India's special places, a state seemingly blessed with Fabulous weather, even more fabulous beaches, delightful people, good food, hill- top forts, little while-washed churches, soaring Portuguese-era Cathedral, a unique cultural legacy-small wonder, therefore that Goa is one of India's prime holiday destinations. Travelers can discover a satisfaction our in ancient temple and churches in the place of Goa. So far travelers are mostly eating sea food like fish, prawn, gin, crabs, and Feni. One of famous festivals in Goa is Shigmo festival and it's for people enjoyment with music, playing and having fun. Most of visitors immigrate to Goa for look at the world class casino and also people enjoying the night life and parties in Goa.

Generally, travelling on a holiday supposed to going mountain position or beaches, now every people is keen to go for getting practical experience over travel and location that could be individuals and cannot be genuine in the position of the place. Goa has several beautiful locations to offer. Panjim was once a fishing village, which the Portuguese declare it as the capital. It still remains with the charm it had its glorious past. The buildings , churches, still remain intact and have overcome the testimony time had to offer.

## **COMPANY INTRODUCTION**

Goa A heaven away from home : For almost three decades now GTDC (Goa Tourism Development Corporation) has been at the helm of the tourism industry in Goa. We have quite literally been the helmsman on board inviting and guiding tourists from the country and from abroad on an engaging and edifying journey across the beautiful land of Goa.

Set up as a Public Limited Company with a Memorandum and Articles of Association with a full-fledged Board of Directors, we have been both generous host and guide to millions of visitors from India and across the globe over the years. GTDC plays an active role in all commercial aspects of tourism, including providing accommodation, organizing sightseeing tours, cruises and other attractive packages.

Goa Tourism Development Corporation Limited (GTDC) was set up on 30<sup>th</sup> March 1982. To look after commercial activities of the Government in service industry of tourism in the state. The liabilities of the Government in the form of accommodation (hotels) vehicles, tours, boats, were transferred to GTDC to run and manage to carry out business and to develop the state. GTDC Ltd has completed years of successful operations in tourism sector. It is governed by the board of directors appointed by the directors. The board of directors consists of 12 members. The shareholders consist of 7 members. The managing director is the Executive Head of the Goa Tourism Development Corporation.

### **Quality Policy**

To provide service to their customer to complete satisfaction.

To give value service for money spent by their guest.

To optimally utilize available infrastructure and human resources.

To create and project a customer friendly and professional image.

To comply with quality management systems.

To periodically review established quality objectives.

To continually improve and enhance effectiveness of quality management systems.

### **Mission**

“At GTDC we strive to provide the finest Tourism related services to our Guest. We vow never to sacrifice our professional integrity and to produce the highest quality work possible and pledge to stay true to it. It is our commitment to establish a long-term relationship with our guest and provide them with outstanding value in everything we offer”

### **Vision**

To be a trusted guide to visitors in Goa for all their travel needs, and be a perfect exponent of Goa's well known hospitality.



## Awards

Goa Tourism bags Best Wedding Destination and Best Nightlife Destination awards at IITM 2017 Bangalore

Panjim, 24th July: Goa's natural beauty, bountiful facets, excellent transport connectivity, safety and security measures for tourists, continues to make it the most popular haunt for young couples looking for an ideal wedding locale or for some adventure and night life. And this is perhaps why Goa was selected for two prestigious awards at the IITM 2017, Bangalore as the Best Wedding Destination and Best Nightlife Destination.

In 2015, Goa was ranked the sixth Best Cities in the World for its Nightlife by none other than National Geographic. Goa has also received several awards and recognitions in the past as the Best Wedding Destination. With new infrastructure plans being put in place by Goa Tourism and new activities being added on, we are confident of seeing an increase in footfalls for both wedding tourism and Goa's nightlife. The government is committed on ensuring that the State is safe and secure for its tourists who visit it for all its attraction including its nightlife."

Goa has been recognised as 'Best State – Travellers' Choice' and 'Best Beaches/Coastal Destination (Palolem- Goa)' at the India Today Tourism Survey & Awards 2019.

**Best state for travel:** While beaches are the mainstay of Goa's tourism landscape, the state has a lot to offer in terms of culture, adventure, wellness and more. Goa has the finest, most well-maintained beaches in India. And what makes it so special is that each beach has a distinct personality. The north and south are as different as chalk and cheese in terms of topography, food and activities on offer. Goa is for the tourist who loves nature, enjoys the sunny beaches, is a foodie, loves art, wants to study its brilliant architecture, or tour of a spice or cashew estate. In recent times, the state has also emerged as a destination for spiritual seekers as its natural beauty and Zen personality attracts yoga lovers and alternative medical practitioners by the dozens.

**Best beach or coastal destination:** Palolem beach, located in southern Goa, emerged as the most favoured beach in India, given its location, natural beauty and the range of activities on offer. It has been described as one beach that caters to both families and backpackers. Palolem has held its position as one of the finest beaches in Goa because of the diversity in experiences it offers: Its bamboo hut shacks, locals selling their colourful wares, yoga, spirituality etc.

## Services

Business activities carried out by GTDC are:

Providing accommodation, packaging of sightseeing tours and tour guide, conducting cruises, organizing event, promoting tourism in hinterland and eco- tourism. Hiring out of vehicle, hiring out of boats, facilitation counter, appointment of travel agent. Tie up with private hotels, housing of shops, shopping complex and restaurants, promotional campaigns.

- Tours

Goa Tourism Development Corporation Ltd is having 11 fleet of houses, besides tourist cars that operate different tours/package within and outside the state.

- Cruises

Goa Tourism Development Corporation Ltd is having 3 luxury cruises vessels i.e. Santa Monica, Shantadurga, Poseidon which operates cruises.

- Package tours

Goa Tourism Development Corporation Ltd has introduced various season and off-season package for the tourist.

- Organizing Events

The Grape Episode, carnival Bash, Shigmo, Sao Joao Fest, Bonderam, Ganesh Utsav, World tourism day, Goa international Travel Mart, YayaMayemYa, Christmas dine and dance, Goss Coconut and Cashew Festival Christmas tree program. Chikhalkalo , New Year's eve , Sunburn, Goan Food Festival, Kite Festival.

- Accommodation

GTDC has a chain of 12 hotels (hotel residency) this hotel residency is situated in prime Goan beaches, interior hinterland and close to world heritage sites. GTDC caters to domestic and international tourist. These residencies have restaurants service. Some have conference hall, shopping centres.

## TOURS

### ➤ North Goa Tours

The GTDC conducts tours by road to cover every nook and corner of places of tourist interest in Goa. Tours are carefully designed to cater to all classes of tourists living at the residencies which enjoy excellent locations all over the state. Tour groups are accommodated in buses and cars. The tours leave from North exploring the entire state.

(Pickup points: Miramar Residency/ Santa Monica Jetty/ Panjim Residency)

DAY - Daily  
TIMINGS - Reporting Time: 8.45 am - Arr: 6.00 pm  
RATE - Rs 300/- AC

This tour takes you to visit Coco Beach situated at the mouth of the Nerul River on the Mandovi Estuary and famous Aguada Fort. Next comes the exquisite Mayem Lake which nestles sparkling silver among low forested hills. The tour halts for lunch here. Then tour covers Vagator Beach, Anjuna Beach, Calangute Beach & Panaji Handicrafts Emporium.

TOUR - NORTH GOA TOUR (Pickup points: Mapusa Residency/ Calangute Residency)  
DAY - Daily  
TIMINGS - Reporting Time: 8.45 am - Arr: 6.00 pm  
RATE - Rs 300/- AC

This tour takes you to visit Coco Beach situated at the mouth of the Nerul River on the Mandovi Estuary, famous Aguada Fort, Anjuna Beach. The tour halts for lunch at Mayem lake. Then tour covers Aldona Cable stayed Bridge and exquisite Mayem Lake which nestles sparkling silver among low forested hills.

TOUR - NORTH GOA TOUR (Pickup points: Margao Residency/ Colva Residency)  
DAY - Daily  
TIMINGS - Reporting Time: 8.45 am - Arr: 7.00 pm  
RATE - Rs 350/- AC

This tour takes you to visit Mahalsa Temple and Abyss Aquarium at Verna, Coco Beach & famous Aguada Fort. The tour halts for lunch at Calangute Annexe. Then tour covers Calangute Beach and Panaji Handicrafts Emporium. "halt at Santa Monica jetty for river cruises."

### ➤ South Goa Tours

TOUR : SOUTH GOA TOUR (Pickup points: Miramar Residency/ Santa Monica Jetty/ Panjim Residency)  
DAY : Daily  
TIMINGS : Reporting Time: 8.45 am – Arr: 6.00 pm  
RATE : Rs 350/- AC

This tour takes you to Old Goa Churches- Basilica of Bom Jesus, Se Cathedral. The tour continues to the temples of Shri Manguesh at Priol, Lunch halt at Farmagudi, Shri Shantadurga Temple at Kavlem, Ancestral Goa( Big Foot) at Loutolim, Colva Beach and Miramar Beach.

#### IMPORTANT POINTS TO REMEMBER

Always wear a hat/cap when you are outdoors.

Sunscreen is a must.

Carry mineral water; make certain you buy it from a genuine dealer. Drink often.

Refuse plastic carrybags when you go shopping. Take your own carrybag. Keep Goa litter free and care for the environment.

Venture into the sea ONLY if you are a good swimmer, and only at beaches manned by life guards. Drinking and swimming is more dangerous than drinking and driving.

Seek information and assistance only from genuine Tourist Information Centres. Do not deal with touts and middlemen.

TOUR - SOUTH GOA TOUR (Pickup points: Mapusa Residency/ Calangute Residency)  
DAY - Daily  
TIMING - Reporting Time 8.30 am - Arr. 8.30 pm  
RATE - Rs. 350/- AC

Covers: Old Goa Churches-Basilica of Bom Jesus, Se Cathedral, Shri Manguesh temple at Priol, Shri Shantadurga temple at Kavlem, Ancestral Goa-Big foot\* at Lotoulim, Lunch halt at Farmagudi residency, Miramar beach.

TOUR - SOUTH GOA TOUR (Pickup points: Margao Residency/ Colva Residency)  
TIMING - Reporting Time 8.45 am - Arr. 6.00 pm  
RATE - Rs. 350/- AC

## ➤ **Bungy Jumping**

After operating over 1,00,000 jumps since its inception in 2010 in Rishikesh, and earning recognition from the Ministry of tourism, Govt of India for their international safety standards,



Jumpin Heights, the Bungy People - now bring their magic to Goa! Run by ex-Army officers and with Jump Masters trained extensively under Experts from New Zealand, Jumpin Heights adheres to Australia and New Zealand Standards of Safety for Bungy operations and have revolutionised how safety in adventure sports is perceived in India. This August marks the beginning of the company's second project, and Goa's first permanent Bungy site- in Mayem Lake, North Goa, a 35 minute drive from the very popular Baga Beach. Jump from a height of 55 mtrs to experience adrenaline like never before.

Highlights :- Bungy is operational throughout the year, barring monsoons (mid June to mid August)

### **Bungy Jumping Criteria**

Age limit - 12 yrs to 45 yrs

Weight - 40 kgs to 110 kgs

You should not have following medical conditions :-

- Heart Problem
- High Blood Pressure
- Spondylitis
- Back Ache

## ➤ **Konkan Eplorers**



Konkan Explorers - The trademark of our endeavour is to propose a rich yachting experience in associating cruises and nautical sports.

### Kayaking Package

Duration -1 hour (Including 10 min training)

Tariff - Rs. 1250/- per person

Include - 45 to 60 mins of kayaking, 1 seat, 1 paddle & 1 life jacket per passenger, KE guide and safety crew, short introduction to kayaking, water bottle per passenger, 1 drink per passenger, light snacks and all applicable taxes.



➤ **White Water River Rafting by GOA Rafting**



- **Brief Description about the activity :-**  
June to October in Goa is the perfect time to soak in the refreshing rain and ride the waves of gorgeously moody Mhadei River. Goa Rafting brings you the enthralling Mhadei Rafting Trip – a unique White Water Rafting experience. All this, amid the spectacular jungle scenery along the Mhadei Wildlife Sanctuary. Come, pick your raft ! We'll see you on the river!!
- **Highlights/ Additional Information :-**  
Perfect Activity for adventure enthusiast. Most thrilling activity of Goa.
- **Season of Operation :-**  
Mid June to mid sept
- **Safety & Security :-**  
The Rafting trips are operated by Southern River Adventures and Sports Pvt Ltd., which has been the pioneering Rafting Company in South India.

## ➤ Mhadei Cruises



From a soothing cruise to the indigenous food, from live entertainment to immersive culture, come experience Goa in its most authentic form. On-boarding Noah's Ark is one the best ways to experience the enchanting Mandovi river along with the charming capital city-Panaji, the world heritage site of Old Goa, and the adjoining village of Ribandar alongside the quaint islands of Divar and Chorao - also a bird sanctuary. Offering more than a mere journey, we take you on an experiential voyage into luxury, art, culture, and numerous stories that will help you discover Goa. Every little detail on Noah's Ark has been carefully crafted to make your cruise fulfilling.

- **HI-TEA HERITAGE CRUISE**  
Tariff -Rs. 750/- per person(Inclusive of GST)
- **SUNSET HERITAGE CRUISE**  
Tariff - Rs. 750/- per person(Inclusive of GST)
- **LUXURY DINNER CRUISE**  
Tariff - Rs. 1600/- per person(Inclusive of GST)



## ➤ Hot Air Balloon



- Department of Tourism (GTDC) :-  
Government of Goa has exclusively collaborated with Tiger Balloon Safaris to provide Hot Air Balloon flights in the state of Goa
- Standard Balloon Flight :-  
13,000 per person (inclusive of GST)  
8,500 per child (inclusive of GST) (Child (06-10 years))
- Private Balloon Flight :-  
55,000 for 1-3 people | 99,000 for 4-8 people

Take a 1-hour hot air balloon flight over Goa to be treated to a birds eye view of some magnificent beaches and hills. Maybe you've driven past the state's beautiful fields, taken a walk across sun-kissed beaches, or soaked in the ocean's beauty while on a ferry. But you haven't truly seen it until you've gazed at the sunny state from a hot air balloon. Take in 360-degree views from a peak elevation of 2000 feet, and keep your camera at the ready to take some amazing shots! Your flight is chartered by a professional pilot who will give you a safety briefing before departing; balloons can accommodate up to 10 adults per flight. Tour includes transportation back to the launch site.

## ➤ B Llive



B:Live is India's first Electric bike tours. Experience the joy of effortless riding on E-bikes while exploring the hidden gems of Goa.

### Highlights :-

- We offer immersive experiences which will take you on a journey of discovering the local culture, history and heritage of Goa. The B:Live experience allows our guests to indulge in flavours of food, music and art without leaving behind a carbon footprint. Our tours are led by Captains who are subject matter experts who will share their valuable knowledge with the guests. Snacks and refreshments is a part of all our tours.
- Season of Operation
- Everyday for the entire year.
- Safety & Security
- Helmet, Elbow and Knee pads provided with the electric bikes. The starting age to ride the cycles is 11+ years.
- COVID-19 Precautions
- E-biking is an outdoor activity where social distancing is maintained throughout. All BLive e-bikes go through regular sanitization. The BLive staff goes through regular temperature checks. We recommend wearing a mask and sanitizing your hands regularly to stay safe and protected.

## ➤ Scuba Diving



Get ready to be blown away with the rich marine diversity and over 100 species of fish that Goa has to offer as we take you on a magical boat ride with your friends and family on an 8 hour excursion on the sea. Sight delightful dolphins on the way to Grandé Island where you get to scuba dive and snorkel in amazing dive sites like Suzy's Wreck, Coral Garden, Bounty Bay, Lobsters' Avenue, and Shelter Cove.

As Goa Tourism's Official Diving Centre, we guarantee you an unforgettable and surreal scuba diving experience. In our 3rd season of operation, we are already on TripAdvisor's 'The 10 Best India Scuba and Snorkeling Activities.' We also have the added distinction of being affiliated with PADI and SSI, two of the world's leading diver training organizations. Our PADI and SSI certified instructors have dived in the waters all around the globe and are there to guide you, entertain you, and keep you safe in the event of any exigency. We have the equipment, the training, and the infrastructure to make your experience memorable while maintaining a stringent safety protocols.

We take special care to make your dive one for the memories and we'll even take high-definition stills and videos so you can share your experience with the world!

Package 1	- 6000
Package 2	- 9000
Add on Family Package	- 3000



### ➤ **Tirupati Tours**

Local Goans and pilgrims yearning to partake in Tirupathi Darshans can now travel at ease and comfort from 2nd July as Goa Tourism through Goa Tourism Development Corporation (GTDC) will launch exclusive package tours with special facilities for its takers.

The GTDC in association with SeaBird Travels will provide the daily bus tour exclusive package from Goa to Tirupathi and back over two days and three nights.

### ➤ **Bird & Wild Life Trip**



Guided birding day trips to 8 Premier Birding Hotspots in Goa

#### **Information :-**

Goa accounts for about 5% of the birds found in the world and about half the birds found in India within a driving distance of 90 minutes from anywhere in Goa & the season of operation extends throughout the year with bird sightings dependent on migration / breeding behavior.

### ➤ **Monsoon Trecking**



Guided Nature Trails, Birding trip and interaction with forester. About the place - The history of Bondla and its surroundings can be traced back to the Sixth Century AD. based on several idols of archaeological significance excavated from this region. Bondla Zoo is located at the tri-junction of Dharbandora-Sattari-Ponda taluka and is surrounded by six villages . The Bondla zoo is located at an elevation of 170 m above sea level within the Bondla Wildlife Sanctuary. The terrain is mostly hilly and undulating with elevation ranging from 150 m to 242 m above sea level. Several perennial and seasonal streams that drain into the Ragada river and the area within Bondla WLS and Zoo forms a very important water catchment region for the Ragda river in the east and Mhadei river in the north. The main focus of our trip would be watching herpetofauna. The walk offers a fantastic opportunity to explore the forest which is extremely rich in herpetofauna, wildflowers and birds. Majorly snakes, frogs and geckos.

Tour Cost :- 1750/- ( inclusive of Tea & snacks ,Dinner, morning tea, breakfast & lunch accommodation in Dormitory. & 2250/ per person accommodation on twin sharing basis & above mentioned inclusions).

Transport will leave Mapusa residency at 14.30 hrs , Paryatan Bhawan at 1500hrs & Margão residency at 15.15 hrs (on the way pick up available).

The participants are advised to carry their rain-wear worthy of trekking in forest, pen torches , drinking water bottle, footwear for trekking. When on trail it is advisable to wear earth color clothes.

## CRUISE



Step into the River Carnival at the iconic Santa Monica jetty just below the Atal Sethu in Panjim, anytime of the year to experience the magic of the Goan Carnival. One of Goa's pioneering river cruises - The Santa Monica also fondly called 'The Legend', is a part of the fleet that sets sail from the River Carnival.

The experience includes a river cruise (that is for approximately for 1 hr) and the carnival village; making it the perfect idea for a quick getaway beyond the beaches of Goa. Along with the sun, sea and wind, you get a glimpse of extra-ordinary historical sights and treasured wonders of this tiny yet mesmerizing state.

Here's what makes the River Carnival a #MustDoInGoa kind of thing:-

- A leisurely hour-long river cruise that will show you the best of what Goa has to offer along the banks of the river Mandovi
- True blood LIVE Goan cultural entertainment – at the Carnival Village and on the cruise
- Insta-worthy photo ops
- Snack and souvenir stalls
- A kid's play area
- And a convenient parking facility

The best part of putting this on the top of your 'to do' list in Goa however, is that you don't have to wait in long boring lines to get in or hustle for a ticket - Book your ticket right here and walk right into the River Carnival.

**Ticket Price** :- Rs.500/- per person. (full ticket for children above 3 feet)

**Cruise Reporting Timings** :- 5.30pm | 7.00pm | 8.30pm

**Your ticket includes :-**

- Entry for 1 hour Boat Cruise
- DJ Music – Various Dancing Rounds
- 3 Folk Dances
- Sightseeing from the Boat

Extras :-

There is also a self service Bar & Snacks Counter on the boats. (on Additional Payment).

## **PACKAGE TOUR**

### **Package Tours of Goa Tourism Development Corporation Goa**

Package tours have been carefully designed for couples, families and groups. Goa Tourism Development Corporation of Goa aims to offer visitors and locals of the state package tours throughout the year.

### **Tour Guides of Goa Tourism Development Corporation Goa**

GTDC uses the skilled services of 15 Government recognized tour guides who have been trained extensively and intensively in the culture, tradition and history of Goa.



### ➤ **Festivals and Events in Goa**

Goa is a lively holiday destination that welcomes all visitors for fun-filled holidays. With a clearly defined tourist season, you would think that there's nothing to do in Goa for the rest of the year. But Goa does have its festivals, which are some of the most significant events in Goa. There's a plethora of religious and cultural festivals celebrated in Goa throughout the year.

Though you will come across some familiar names, festivals in Goa take on a different colour of celebration. The serene countryside comes alive with festivities as most festivals are celebrated as community events. Any Goa festival is a celebration of togetherness. And you will be heartily welcomed to join in. Here are some festivals you can try and catch on your next Goa trip to the land of fun under the

### ➤ **Sao Joao**

This Goa festival honouring St John the Baptist is celebrated in a unique way. On the festival day, the young men jump into rivers, wells, lakes and any other water bodies in order to retrieve the gifts thrown in by the villagers. Held in June every year just around the beginning of monsoon, it is a celebration of water.

Though it is celebrated throughout Goa, the celebrations are much more colourful and louder in the North. The village of Siolim hosts an annual boat race. Attend one of these races and be a part of the passion. You can feel the anticipation as it builds up to a crescendo that explodes as soon as the winner crosses the finish line.

### ➤ **International Film Festival of India in Goa**

Goa is the last place where you'd expect to attend a film festival. But the International Film Festival of India (IFFI) has called Goa its home since 2004. Held in November every year, IFFI celebrates and honours off-beat cinema from across the world. You can catch some of the best regional and international vernacular movies at this film festival.

Goa rolls out the red carpet for the Indian and international celebrities who attend this festival. It is one of the most premier events in Goa. Not only will you be treated to some of the best films, but you can also catch the celebrities as they walk the red carpet. You can register yourself on IFFI's website for your participation.

### ➤ **Shimgo**

holi is celebrated as a part of Shimgo in Goa. This festival of colours is celebrated in Goa in its own unique way with great pomp and fanfare. The celebrations go on for a good 14 days. Revellers take to the streets in colourful traditional costumes as a parade of floats makes its way across the city. These floats tell stories from the regional mythology and are a sight to behold. It is easy to lose yourself in the passion and fervour that earmarks this Goa festival. Like all events in Goa, this is an occasion to celebrate the rich culture and spirit of this wonderful destination.

### ➤ **Christmas in Goa**

Christmas is a wonderful time to be in Goa. The cool December air is alive with the aromas of scented candles and freshly baked traditional Christmas cakes. Add to that the mouth-watering aroma of piping hot food and the Christmas celebrations start even before you've had your first bite of cake.

The locals attend midnight mass on Christmas Eve and venture out singing carols. You can join the locals in singing carols as they herald the birth of baby Jesus. All the churches around Goa are lit up brilliantly as they display their creativity through the recreations of the nativity scenes. Locals partake of traditional meals with their families, while you could enjoy some lip-smacking food at restaurants around Goa.

Apart from these, the biggest Goa festival is the new year. Parties continue through the night as revellers ring in the new year. You too can be a part of these festivities. Choose your Goa holiday package from SOTC and pack your bags for a holiday filled with celebrations.

### ➤ **Goa Arts and Literature Festival in Goa**

After films, Goa celebrate its arts and literature with the Goa Arts & Literature Festival in December. For 4 days Goa turns into an art gallery as there a number of art exhibitions, talks, panel discussions and book launches. You could catch a glimpse of your favourite author or even get a chance to interact with one of the legends of the literary or the art world.

Attend one of the workshops for an enlightening insight into art or simply explore the art exhibitions to buy your very first piece of art. If you're lucky enough, you can get it signed by the artist themselves. If art exhibitions don't interest you, catch one of the music or dance performances that showcase local as well as international talent. If you're in the city in December, make sure you attend at least one of these artistic events in Goa.

The Tourist Information Centres/Counters are located within the State. The Zonal Officers are primarily responsible for monitoring the registration of tourist trade under the Tourist Trade Act, 1982. The Administrative head of the Department is Shri. Ravi Dhawan, IAS, Secretary Tourism. The Department has zonal office in North Goa at Headquarters, Panaji and in South Goa at Margao. The Current Director of Tourism is Shri Nikhil Dessai, IAS. The Zonal Officers are primarily responsible for monitoring the Registration of Tourist Trade under the Tourist Trade Act, 1982.

Activities of the Department :-

- Policy Formulation.

- Development of Infrastructure.

- The Goa Tourist Places (Protection & Maintenance) Act, 2001.

- The Goa Land (Prohibition of Construction) Act, 1995.

- Administration of Goa Registration of Tourist Trade Act.

It is mandatory for all Hotels, Travel Agents, Tour Operators, Tourist Guides, Tourist Taxi Operators and Dealers of notified articles and other persons engaged in tourist activities to register themselves under the Goa Registration of Tourist Trade Act. Registration is to be annually renewed.

Under the Goa Registration of Tourist Trade Act, Dy. Director (North) & Dy. Director (South) is the Prescribed Authority to issue certificate of registration.

## **SECTIONS IN GTDC**

- Hotel Establishment
- Administration
- Travel
- Marketing
- Account
- Engineering

In our internship each intern was placed in every departments and residencies expect for engineering and accounts. For 2 weeks each where we had observed and help the employees.

## **Hotel Establishment Department (H.E)**

This department looks after the investments i.e., building of shops, residencies

etc. They also handle the legal matters of GTDC.

They collect the rent from all the shops and even money from property which are given on lease.

This department takes decision on retendering.

If any residency wants to do some changes in their property, then have to ask the permission of this department.

In this section they hold all the bills pertaining to the basic requirement of the hotel such as the electricity bill, linen, furniture, toiletries and imprest funds etc.

Here bills are checked and then a report is made which is then forwarded to the Dy DM of hotel (H.K) and GMF.

There are many quotations from different buyers but gradually the deal is always given to the buyer with the least amount this is then sent to the tender committee.

In this section most of the work is on the properties of GTDC i.e. the shops, restaurants, lands, etc.

Shops and restaurants are leased out for shops for 9 years and restaurants 21 years after which they are retendered.

Every three years there is an increase in rents of  
shops 25% ,Restaurants 7% ,Properties 7% .

### **Duties performed in Hotel Establishment Section**

- To look after properties given on lease.
- To look after GTDC hotels and cruises.
- To check requirements of hotel eg. Housekeeping items (bed, linen etc.)
- To maintain register of complaint/problems related to rooms of all GTDC hotels (eg breakdown/non working of a/c or any other problems related to rooms)
- Make sure to meet all requirements of GTDC hotels/ solving problems related to GTDC hotel.
- Visiting the GTDC hotels.

## **ADMINISTRATION DEPARTMENT**

This department is concerned with employees' transfers or recruitment of new employees in GTDC.

One of most important function of this department is recruitment of new employees.

Any purchases in GTDC is looked by this department itself i.e. outward and inward (letters, orders, circulars are send or come to the corporation)

This department also look for the leaves like casual leaves, earned leaves, sick leave, etc.

They also handle the monthly attendance of the employee

### **Duties performed in Administration Section**

- Maintaining registers for record of outward letters.
- Preparing letters to be sent with address, pincode, stamp.
- Different types of leave to be sanctioned (EI,CI,RH,C off)
- Maintaining registers for record of outward letters.
- Preparing letters to be sent with address ,pincode, stamps.
- Different types of leave to be sanctioned (El, Cl,RH,C.off)

## TRAVEL SECTION

Planning and selling transportations, accommodations, insurance and other travel services. Cooperating with clients to determine their needs and advising them appropriate destination, modes of transportations, travel dates, costs and accommodations.

### **Duties performed**

- Look after the booking of taxes/ buses in all the government department and also private parties, also arrange pickup/drop and sight-seeing, tours, taxis for the package.
- Attending phone calls, booking if required.
- Cancellation online/offline and send emails, speed post letters.
- Also put the files of the restaurants of the breakfast coupons.
- Expedia and clear trip bookings and maintenance of records and put their commission.
- Attending walk in guest, documentation of records, and maintenance of registers.
- Reply to emails,  
Preponement/postponement of bookings and also typing work.
- Maintain Axis, HDFC statement files.
- Keep record of daily occupancy and CEST of offline north and south Goa tours inventory of al residency and releasing room as per cut off period. All the receipt should be generated and duly signed.
- Travel Guru , booking.com , make my trip, HOHO bookings and issue of receipts, commission statement and documentation of record and maintain registers.

## **Marketing Section**

- Participating at the Trade and Tourism Events in India and Abroad
- Hosting events – Food, Carnival, Shigmo etc.
- Sponsorship for the Events
- Advertisement on Newspapers, Magazine, TV, Social Media, Hoardings, Malls etc.

### **Duties and responsibilities of Marketing Staff**

- Meeting visitors as and when they come to office
- Preparing Agendas and Minutes of SLMPC, TESC, BOD
- Ensuring that the approved proposals of SLMPC are placed in a separate file with all the relevant details /approvals and also ensure that the deliverables promised and met.
- Processing of bills - GTDC property Tenders, New Tourism Services Tenders, Advertisement
- Arrangement of Press conferences, Meetings, FAM Trips, etc. with the help of PR Team.
- Preparation of the draft Tender Terms and Conditions related to various GTDC properties, New Tourism Services, Events
- Assisting Top Management in various Government Tenders
- Ensuring that all Government /Administrative approval are obtained before starting any project/service.



## Account Section

The accounting department is responsible for recording and reporting the cash flows, both in and out, of a company. There are five basic roles or functions within the department:

- Accounts receivable
- Accounts payable
- Payroll
- Financial controls
- Financial reporting

Each of these functions will be explored throughout this lesson. Because financial controls are an important part of every area of the accounting department, these will be mentioned along with each function

### Duties and responsibilities

- Verification and entry of daily collection statement tariff, room rent, control registers etc. of Miramar, Calangute, Mapusa, Mayem, Britona, Old Goa, Vasco, Colva, Farmagudi, HO, Cruise etc.
- Preparation of Journal entries, Bank Reconciliation statement
- Entry of Receipts & Payment vouchers into computer and print
- Verification of Monthly report of trial balance, cash book, Journal book, and capital accounts to be tallied.
- Maintenance of books of accounts & supervision of Receipt & Payment Voucher files
- Other related files to be processed.

## **Engineering section**

Engineering department of a hotel has great importance in as much as it provides utility services like electricity, steam, hot water, air-conditioning and refrigeration, maintain engineering and services of various other equipment. Provisions of proper services and proper maintenance affairs in hotels have great impact on the attitude of the guest. Therefore, hotel engineering department has big responsibility in satisfying guest demand and be instrumental in maintaining the profit level of hotels up to reasonable standard

### Duties and responsibilities

- Engineering department looks after maintain work in residency
- Preparing Estimates e-tenders and processing for approvals
- Recording of buildings
- Coordinating with fire department for obtaining NOC
- Maintains of sewage treatment plant
- Making emergency arrangements for coordination of demolition squad
- Attending the field survey for demarcation of properties

## **RESIDENCY**

### **➤ Mapusa Residency**

Mapusa Residency is located at the heart of Mapusa Town and offers you convenient access to all major commercial areas.

More importantly, Mapusa is the hub which can connect you to all the one day's advance only prime beach locations in North Goa with a network of buses and mini-buses plying routes to the most far-flung beaches in the North. The bus terminus is just a short stroll away from the Residency. Around Mapusa Residency visit the St. Jerome Church, also known as the Milagres Church, built in 1674 is sacred to the Christians and the Hindus as well. Bogdeshwar Temple is another must see destination fascinating by day or by night.

The Swiss Chapel off St Jerome Road is also interesting to see, a quiet space of peace in a busy, bustling market town. The traditional Mapusa market has silks, textiles, jewellery and handicraft shops along with vendors selling spices, fruits and vegetables. If you want a riot of colour and a whole new experience in sight, sound and smell as a backdrop to the fine art of haggling, then the famed Friday Market of Mapusa is the place for you, where farmers and common folk of Goa come to sell their produce.

### **➤ Farmagudi Residency**

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FARMAGUDI RESIDENCY

Manager: Amita Kade

Mobile- (+91) 7887897531

Email: [reservations\[at\]goa-tourism\[dot\]com](mailto:reservations[at]goa-tourism[dot]com)

Fax : +(91)-(832)-2438126

➤ **Calangute Residency**

CONTACT GTDC:

CALANGUTE RESIDENCY

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➤ **Margao Residency**

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➤ **Vasco Residency**

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➤ **Colva Residency**

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➤ **Miramar Residency**

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## **HIERARCHY OF GTDC**

Chairman GTDC  
Dr. Ganesh Gaonkar  
Chairman GTDC

Managing Director GTDC  
Nikhil Desai, IAS , Managing Director GTDC

Engineering  
Sachin Gore General Manager (Engineering)

Hotels, Mktg & IT  
Gavin Dias General Manager (Hotels, Mktg & IT

Administration  
Laxmikant Vaigankar General Manager (Administration/ transport

Finance  
Kapil Paiguinkar General Manager (Finance)

Admin & Finance  
Ninfa Da Silva Dy. General Manager (Admin & Finance)

Marketing, Hotels & PR  
Deepak Narvekar Dy. General Manager - (Marketing, Hotels & Public Relations)

Cruise / Admin  
Sandeep Gawas  
Dy General Manager

Transport/ finance  
Kundan naik

## **CONCLUSION**

Training at Goa Tourism Development Corporation has been wonderful experience for me. Getting a chance to work at this organization and in their Residency has helped me to improve my knowledge about this organization and its functioning.

Throughout my training I have met many people in form of guests who have help me learn something more about the organization