

# INTERNSHP REPORT

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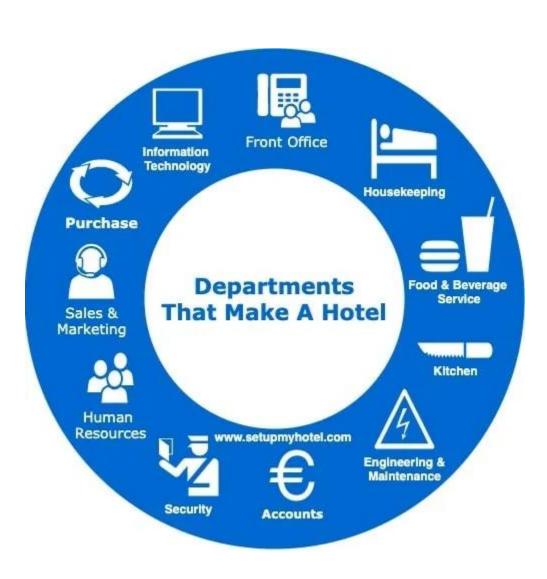
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Training Period:15<sup>th</sup> May-15<sup>th</sup> July



### **ABSTRACT**

A Hotel has 4 major departments they are Food Production, Front office, Housekeeping and Food and Beverage service these are the 4 main important Departments of the hotel. Some of the other departments are Human resources, Purchase and stores, Information technology, Sales and Marketing.

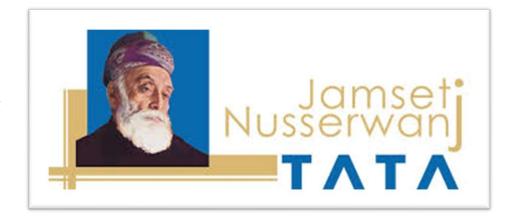


### **INTRODUCTION**

Jamsetji Nusserwanji Tata, founder of the Tata Group, opened the Taj Mahal Palace, a hotel in Mumbai overlooking the Arabian Sea, on 16 December 1903. It was the first Taj property and the first Taj hotel. Jamestji Tata decided to open up the hotel as after an incident involving racial 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. When it opened in 1903, the Taj Mahal Hotel was the first in India to have electricity, American fans, German elevators, Turkish baths and English butlers. Later, it also had the city's first licensed bar, India's first all-day restaurant, and India's first discotheque, Blow Up. Initially in 1903, it charged ₹13 for rooms with fans and attached bathrooms, and ₹20 with full board. 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 another interior decor for his hotel.

In 1974, the group opened India's first international five-star deluxe beach resort, the Fort Agueda Beach Resort in Goa. In 1970s, the Taj Group also began its business in metropolitan hotels, opening the fivestar deluxe hotel, Taj

Coromandel in
Chennai, in 1974,
acquiring an equity
interest and operating
contract for the Taj
President, a business



hotel in Mumbai, in 1977, and also opening the Taj Mahal Hotel in Delhi in 1978.ETC.



- \*Taj
- \*SeleQtions
- \*Vivanta
- \*TajSats
- \*AMA
- \*Ginger
- \*Qmim

# What is Tajness



### The TAJ VALUES:-

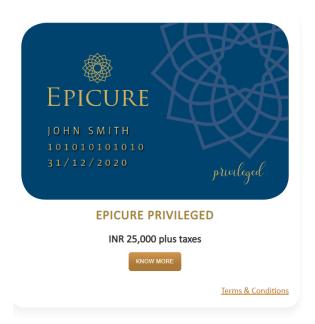


### About TAJ RESORT AND CONVENTION CENTER

Taj convention is situated in the city of Goa, Donnapaula. It is owned by MS Timblo Hotels And Resorts Pvt Ltd. It opened its doors to guests on 14 February 2020. It has a fascinating sea view as it is built facing the sea. Taj Resort and convention center has 2 Restaurants namely BLD and C2C. The hotel has a bar called Banyan bar which takes its name from a 200-year-old Banyan tree that is a landmark in the resort. A 25m Lap pool, on the lower ground floor adjacent to the Gym and Kids Club, near the stilted roots of the Banyan tree, keeps the vibe easy and the views spectacular right out to the sea. 282 rooms & 17 themed suites, with more than half of them facing the sea. Suites and Club Rooms top up the experience with the 24x7 Club Lounge. On the T Floor they are an infinity pool along the sea facing edge which has a bar attached to it. Taj has their very own spa called Jiva Spa and a Shop called Khazana which sells items which sells items related to that specific area. They also have a 40-Seater Theater and 2 Ball rooms called the Assembleia which is the biggest in the state of Goa.

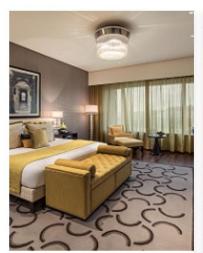
# Membership of Taj

## **Epicure - Hotel Rewards Program**





#### Unique vouchers for exquisite experiences



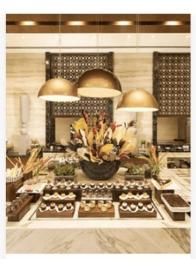
### Complimentary Night Stays

2 vouchers for a one night stay each on the base category room including breakfast for two persons at select participating hotels



# Complimentary One Room Upgrade

One-time one-level room upgrade for one night reserved directly at Best Available Rate



### Complimentary Set-Lunch for Two Persons

For one time, at participating All-Day Dining restaurants across hotels.



# Complimentary Spa Treatment with Sauna and Steam

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

#### Exclusive Discounts on a Wide Range of Services



25% Discount on Food & Beverage

On dine-in & takeaway at participating restaurants across hotels for upto 10 persons.



20% discount on Food & Beverage at Banquets
At participating hotels for upto 30 persons.



20% Discount on Qmin

For food deliveries ordered via Qmin mobile application.



20% Discount on Spa Treatments

At Jiva Spas across participating hotels.



20% Discount on Salon Experiences

At participating salons across hotels



Complimentary Celebration Cake in Birthday Month

Upon dining at participating restaurants across hotels on any day during member's birthday month.



Complimentary Private Dining Room Setup

Setup only, for one-time and for upto eight persons at participating restaurants across hotels.



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

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



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

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



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



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

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



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

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



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

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



Exclusive Access to any Taj Club Lounge

Twice a year, for upto two persons, with complimentary tea/coffee service.



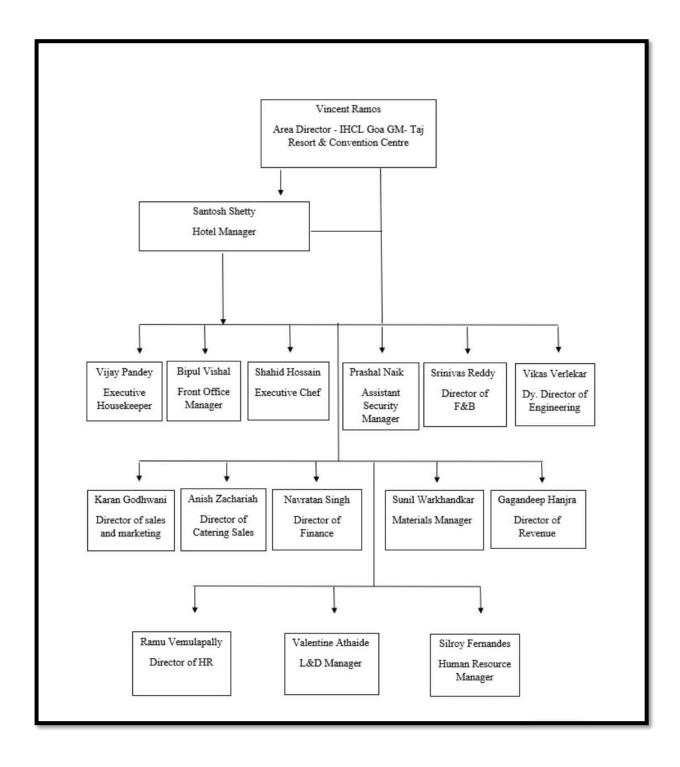
Complimentary Add-on Card for Double Benefit

For enabling sharing of discount-led benefits with member's spouse.

# **Hotel Facilities**

- -24 Hour room service
- -24 In room ding
- -Concierge service
- -Laundry service
- -Free WIFI
- -Kids play area
- -Infinity pool
- -Spa and Saloon services
- -Doctor on call
- -Airport pick up and drop counter
- -Gym
- -Taj Khazana

# The Organizational Hierarchy



# F&B Outlets in Taj Convention

BLD-As the name sounds it stands for Breakfast, Lunch and dinner. The BLD boasts of both outdoor and indoor seating, full-length glass panels separating the two and providing panoramic views of the sea.

It serves Global cousin and is open 24\*7 Hours. Average price for 2 guests it 2500 Rupees



### ALL DAY MENU -

## SOUP -

#### Roasted mushroom and garlic soup / 525

- Tomato basil soup / 525
- Hot and sour chicken soup / 595 With black jelly fungus, shiitake, tofu and
- chinkiang vinegar

  Vegetarian option available / 525
- Sweet corn chicken soup / 595
   Creamy corn and chicken soup with egg drop
   Vegetarian option available / 525

#### SALAD -

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

#### APPETIZERS -

- Kebabs selection / 795 Assortment of tandoori morsels-marinated fish, chicken and lamb, mint chutney
- Chicken satay / 695
- Goi cuon / 595
   Rice paper rolls with lettuce, chiffonade of vegetables, roasted peanuts and sweet chilli
- Vegetarian kebabs selection / 645 Assortment of tandoori morsels of pani broccoli and potatoes, mint chutney

#### BURGER, SANDWICH AND WRAP

- Vegetable burger / 595
  Crisp fried patty of soya nuggets, potato and spring vegetable burger, jalapeño and cilantro, tomatoes and balsamic onions, house salad and fat chips
- Tai burger / 695 Tenderloin burger patty, cheese, tomato, cucumber onions, fried egg, sesame seed crusted bun, house salad and fat chips
- Chicken burger / 695 Rosemary and garlic scented chicken burger patty, cheese, tomato, cucumber, onions, fried egg, seed crusted bun, house salad and fat chips
- Club sandwich / 695 Choice of toasted sandwich-brown | multigrain |
- white bread.
  All filling of ham, roasted chicken mixed salad,
  All filling of ham, roasted chicken mixed salad,
  bacon, fried egg, cheese, tomato, lettuce and
  cucumber, house salad and skinny chips
  Vegetarian option available / 595
- Paneer kathi roll / 595
  Tandoor cooked cottage cheese rolled in flaky
  Indian bread, pan grilled, kachumber salad and
  mint chutney



#### PASTA -

- Penne aglio olio e pepperoncino / 695
- Fusilli alfredo / 695
- Spaghetti seafood / 795 Fish, prawns, calamari and fre garden thyme, basil tomato s

All prices are in INR and ex

#### GOAN SPECIALTIES -

- Nustache koddi / 795
- Kombdechim xacuti / 795
- Tarkarachem hoomand / 695 Traditional mixed vegetable coconut curry
- Kaju and mushroom peas xacuti / 695 Button mushroom, cashew nuts and peas cooked traditional blend of roasted grounded spices and
- Goan dal masala / 595
   Goan dal masala / 595

  Totalis tempered with curry leaves, mustard seeds
- Goan rice / 395

  So boiled unpolished rice from the local fields

#### RICE, NOODLES AND ASIAN STIR-FRIES -

- Yang chow fried rice / 595
   Ham, chicken and prawns
   Vegetarian option available / 525
- Hakka noodles / 645 Longetivity noodles, seasonal vegetabl Arabian sea prawns Vegetarian option available / 525
- Kung pao chicken / 795
  Sichuan peppers, onion, button mushrooms, shiitake, black jelly fungus, carrot, scallions, peanuts, chilli sauce Stir fried pork / 795
  Peppers, onion, button mushrooms, shiitake, black jelly fungus, carrot, scallions, Sichuanese peppercorn sauce
- Thai chicken red/green curry / 795 Traditional Thai curry, chicken, jasmine : Vegetarian option available / 695
- Wok fried vegetables / 625 oy, scallions and roasted garlic
- Mapo tofu / 625 ers, button mushrooms, shiitake and dry chilli

#### COMFORT MAINS

- Kadhai vegetables / 695 Pan tossed vegetables, tomato, onion, roasted spices
- Pav bhaji / 595
  Soft buttered buns, spicy vegetable curry and onion salad
- Paneer tikka butter masala / 695 Cardamom flavored tomato sauce and sun-dried fenugreek leaves
- Dal makhani / 595 Overnight simmered black lentils, double cream,
- Dal tadka / 545
   Vallow lentils, turmeric, golden brown gartic, cumin and
- Curd rice / 345 Tempered curd and rice preparation, papad and pickle
- Butter chicken / 795
   Tandoor cooked chicken in cardamom flavored tomato sauce, butter and sun-dried fenugreek leaves
- Mutton roganjosh / 795
  Teoditional preparation, whole spices
- Dum mutton/chicken biryani / 795
   Saffron, brown onion, mint, spiced yoghurt, papad and pickle
   Vegetarian option available / 695

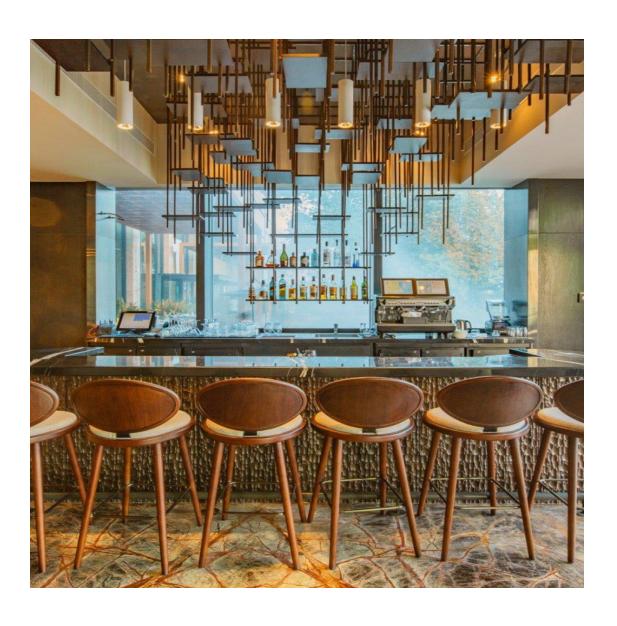
- Steamed rice / 195
- Raita / 195
- Indian breads / 195
- French fries/potato wedges/mashed potato / 225

#### SWEET EATS -

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

### The Banyan Bar

The banyan bar serves Alcoholic beverages. It has indoor and outdoor seating arrangements' is named after a banyan tree which has been there for over 200 years. With one of the most extensive menus that covers regional classics, wraps, bowls, comfort foods, smoothies, savories & desserts it is an ideal foil to the spirited beverage menu. The Bar is opened from 11 Am to 11 Pm.



# **Recreational Activities**

Jiva Spa

Jiva Spa is a brand which is owned and operated by Taj group. They give various different services such Aromatic therapies ,Ayurvedic therapies, Indian

therapies etc. The spa is opened from 8Am-8Pm.





# Taj Khazana

Taj Khazana as a brand started 32 years ago, and the chain of luxury lifestyle stores is currently located in several cities including Mumbai, Delhi, Kolkata, Bangalore, Hyderabad, Chennai and Goa, in various Taj hotels.





### Front Office

The front office is the first department where guest comes in contact with the hotel staff. The Front office deals with what ever queries the guest has. The Front office do jobs such as typing, printing and sorting through mails.

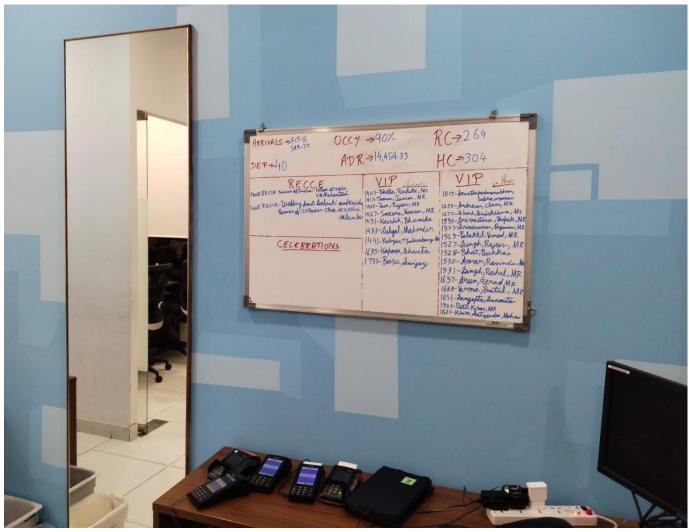
The front office at Taj convention has Four main desks which are:-

- -Reception
- -Duty Manager Desk
- -Cashier Desk
- -Concierge

### Tasks performed when I was at front desk

- -Printing of Arrival Registration cards
- -Bill sorting
- -Making group check in keys
- -Bell boy services
- -Getting departing Registration cards ready

I was in the Front office for 1 Month where I did night shift on alternative basis. The night shift started at 10 pm in the night my shift started with Printing the next day's arrival registration cards. Then if there were any group checking the next day I was assigned the task of making room keys for the same. Latter I would sort out the Next days departing registration cards and keep it in a separate pile. The bills from various department of the hotel would come to the front office by 4 AM wherein I would sort out all the bills and those bills which were leaving I would attach to the departure registration cards and keep in a separate pile. Lastly, I had the responsibility of updating the back office white board with regards to the vvip in house etc.



Check in procedures For Free individual Travelers

-Upon arrival the guest is welcomed and greeted by the front office Duty Manager and made to sit here and is served welcome drink either Kokum mixed with sprite or lemonade.



- -The front office Duty manager then asks for the names of the
- guests and informs a front office associate. Who then finds the guest arrival in the arrival lot.
- -The front office associate either fills the information about the guest in the lobby or the check in is done in the room of the guest
- -The front office associate then tells the guest his room number it is decided based upon the room selection the guest has selected at the time of making his booking.
- -The bell boy is then told the room of the guest and the bell boy delivers the luggage to quest within a stipulated time.

# Check in Procedure(Conference/Group)

- -The rooming list is being received in advance by the reservation department.
- -The List of names of guest is kept printed out on a A6 page and has the name of the guest and if any one is sharing the room with that particular guest.
- -The keys are already prepared the previous day.

- -The keys are handed over to the guest
- -The guests are given direction to the rooms example 1602 Room number is on the 6 floors

.

-Guests at times ask for luggage transfer to the room which is taken care by the bell boy.

Group check in and checkout counter for Groups.

## Check out procedure for FIT

-The Guest calls guest services and requests for a bell boy to be sent to his room for luggage pick up



- -The Guest either clears the payment a day before or on the day of departure
- -The key is handed over to the Front office associate.
- -The bill is then printed and handed over to the guest .
- -The bell boy is instructed to place the luggage in the car of the guest or hotel car.
- -The front office then marks the room as vacant and informs housekeeping that the room is dirty.

Note:-Check out procedure for groups is the same only difference is that a letter is given a day before to the rooms stating that there is a group checkout tomorrow. And to please clear what ever bills are pending. It is also mentioned that if any luggage assistance is needed to inform the Concierge at least 45 minutes in advance.

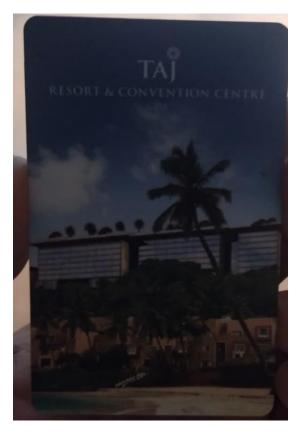
# **Arrival Tags**





The Hotel only has this tag which plays a lot of significance in the hotel without it the staff will be very confused and send the luggage to the wrong room. The room number is written on the tag and then tied to the bag.

# Room keys

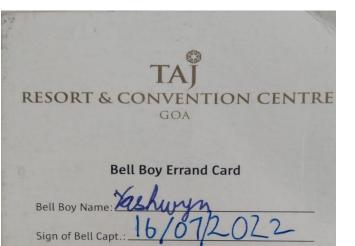




This key card is electronically configured and given to the guest at the time of check in to open the door to room assigned to the guest.

## **Errand Card**

The Errand card plays grate significance as if any luggage of the guest goes missing it can be traced immediately it has the room number, Task assigned,Quantity,What time it is delivered and what time the duty was told to be done.



Guest's Name/Room	Errand	Time-out	Time-in
1233	12	8:10	8:15
1428	51	9:15	
1117	61	9:20	930
1511	47	1:40	1:50
1551	21	2:50	2:59
1339	31	3:50	3.55

Taj Resort & Convention Centre

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## Food & Beverage service

The Food and Beverage department has one restaurant and one bar. The restaurant name is BLD that is Breakfast, Lunch and Dinner. And the other one is Banyan bar which is named after a banyan tree just outside the bar. Also, for guest staying in their rooms they have In Room Dining. So, if the guest felt hungry he can order at any time and it is opened 24\*7.

At the time of Food & Beverage service I did:-

- -In Room dining
- -BLD

Task Performed in F&B service:-

- -Wiping plates, Cutlery and Glasses
- -Roti service
- -Section set up
- -Delivering orders to the room
- -put in a section

I was in In Room Dining for a period of 2 days only I learned here how to do tray set ups. Also, more importantly customer service by delivering Food and drink to guest in the room. And also do clearance when the guest asks in the room. During my tenure in the BLD which I did for about a month I did Roti section, Wiping of plates and Cutlery. I did also section service where I made sure tables were clean and also sections were kept cleared.



Snack boxes being packaged in IRD



platter placed in vvip Guest room

Complimentary



Bill payed and change handed back to the guest.

Glasses kept ready for Alcoholic and non-alcoholic beverages to be put in.





Different size plates kept when an order comes it has to be taken and given to the kitchen to place the food item inside



Sugar Caddies kept ready to be sent to the guests at anytime if they ask or at the time of ordering tea or coffee to the room.



Coffee machine kept in ird it makes capachino, Expresso, Caffelate.



Welcome back cake kept in rooms where a repeat guest has come back to stay.



Laundry basket it is used to throw out soiled linen which is used.



Trolley used to deliver food to guest rooms also used at the time of clearance.



Rack where spoons, forks Bottle openers are stored they are kept separately



Item rack



Refrigerator where Alcoholic and non-alcoholic beverages are stored



Organizer kept for Ketchup, Jam, Salt and pepper



Moveable food wormer which is used to keep the food worm while transporting food to the guest of room

# Learning and Experience

Taj convention Resort And convention center has given me a wonderful and memorable experience. The memories and experience I received will help me go a long while. In the front office I learnt How to interact with the guest etc, In F&B I learned how the service of food is done. I really enjoyed my experience at Taj.