

INTERNSHIP REPORT 2022



Fairfield[®]
BY MARRIOTT
—
GOA ANJUNA

FAIRFIELD BY MARRIOTT GOA ANJUNA

Batch 2017

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1714

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Summary

My report summarizes my internship program from 17th January 2022 to July 16th July 2022 with Fairfield by Marriott Goa Anjuna.

During my internship I gained practical knowledge on how the Human Resources division of an organization operates and coordinates its activities to ensure smooth functioning of the organization at all levels by ensuring right numbers of people are available at the right time to do the right job. Not only that I have also gained insight into the working culture of the organization and observed how the company handles its employees with value and empowerment to ensure they are motivated to give their best to the organization.

My experience working with Fairfield by Marriott Goa Anjuna was knowledgeable and will, surely help me succeed in my career, I am grateful to have such an opportunity

Acknowledgement

The internship opportunity I had with Fairfield by Marriott Goa Anjuna was a great chance for learning and professional development.

Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period. I would like to thank Fairfield by Marriott Goa Anjuna Management for letting me do the internship in their HR Department.

I would like to thank the Human Resources Manager Ms. Jodina Almeida and all the Head of Departments for keeping me under their supervision and providing me with all the necessary information which has also helped me in the completion of this report.

I am also grateful to all my professors at Goa University. Professor Shankarnarayan, Professor Kevin D'Souza, Professor Albino Thomson Professor Poonam Satardekar Professor Leandro de Mello, Professor David Lourenco, Dr. R Nirmala, Professor Sarita Dsouza, for helping me prepare for my internship in all the fields and always motivating me.

I would also like to thank each and every person that has helped me complete my internship successfully.

INTRODUCTION

Fairfield by Marriott, Goa Anjuna is one of the franchised brands of Marriott International Established on 6th August 2018. Before 2018 the Owner of this Property was Argon Hotels Private Limited. However, in August 2018 Fairfield by Marriott took over Argon Hotel Pvt. Ltd. It became the 1st Fairfield by Marriott property to debut in Goa and also the brand's 14th property in India. Fairfield by Marriott Anjuna is also ranked top 2 out of 67 hotels in Anjuna. Fairfield by Marriott is a low-cost economy chain of hotels that are franchised by Marriott International. The property is geared towards guests requiring a place to sleep with fewer amenities, thus allowing Marriott to offer lower prices than would otherwise be possible. This is accomplished via cost-saving measures, such as consistent building architecture and bedding, and the omission of a full-service restaurant.

VISION STATEMENT

“To Be the World’s Favorite Travel Company”

MISSION STATEMENT

“To Enhance the Lives of Our Customers by Creating and Enabling an Unsurpassed Vacation and Leisure Experience”

COMMUNICATION METHOD

Open Door Policy:

- 1) Your manager’s door is always open.
- 2) Offer ideas and suggestions.
- 3) Express concerns.

CORE VALUES

1) Serving Our World

"Spirit to serve" makes our company stronger."

2) Putting People First

"Take care of associate's and they will take care of the customers."

3) Pursuing Excellence

"Our dedication to the customer shows in everything we do."

4) Embracing Change

"Innovation has always been part of the Marriott story."

5) Acting with Integrity

"How we do business is as important as the business we do."

LOCATION

Located in North Goa, the Marriott hotel is in close proximity to Anjuna, Baga beach and other nightlife destination across Goa.

ROOMS

Hotel with 3 floors consisting of 130 rooms at the Fairfield by Marriott Anjuna. Advantage of free high-speed, wireless Internet to keep in touch with home or the office, or finishing touches on a business presentation at the spacious work desk.

KAVA RESTAURANT

Savor delicious cuisine from India and around the globe at our hotel's light and airy restaurant. Enjoy your favorites from the buffet or select from the curated à la carte menu. Indulge in an array of gourmet offerings from across the globe, all-day dining restaurant at the Fairfield by Marriott. This exquisite multi-cuisine restaurant overlooking the pool is perfect for any meal. Ranging from light snacks to delectable dinners. The extensive Super Breakfast, lunch and dinner buffets offer Middle Eastern, Chinese, Indian and Western cuisine, while the à la carte menu features stunning culinary offerings.

FITNESS CENTER

A fitness center in the hotel. A large room, containing special equipment, where people go to do physical exercise and get fit. The fitness center has modern exercise equipment, including treadmill and stationary bicycle. Cardiovascular Equipment and Free weights.

GUEST SERVICES

Guest will find everything need for a convenient stay in Goa at the Fairfield by Marriott Anjuna. Enjoy a quiet meal in the privacy of room or suite with 24-hour room service. or finishing touches on a project in the business center, complete with print and fax services. Advantage of valet parking and express check-out to ensure a relaxed stay.

AMENITIES & SERVICES

SAFETY AND HYGIENE

Masks, Sanitizers, Staff Hygiene, Thermal Screening, Sanitizers Installed, Disinfection, Hospital in the vicinity

BASIC FACILITIES

EV Charging Station, Free Parking, Free Wi-Fi, Elevator/Lift, Air Conditioning, Room Service, Power Backup, Dry Cleaning Service, Smoke Detector, Intercom, Telephone, Swimming Pool, Refrigerator, Housekeeping, Newspaper, Public Restrooms, Umbrellas, Torch, Laundry Service, Attached Bathroom, Ironing Service.

TRANSFERS

Paid Airport Transfers, Paid Pickup/Drop,

FOOD AND DRINKS

Bar, Restaurant, Dining Area, Coffee Shop, Kids' Meals

SAFETY AND SECURITY

Emergency Exit Map, CCTV, Fire Extinguishers, 24-hour Security, In-room Safe, Security alarms, Smoke alarms

HEALTH AND WELLNESS

A fully equipped fitness center

Fitness Center Equipment: Elliptical Machines, Free Weights, Rower, Stationary Bicycle, Treadmill

ENTERTAINMENT

Media and technology, Electrical Chargers, TV

GENERAL SERVICES

Luggage Storage, Concierge, Multilingual Staff, Mail Services, Luggage Assistance, Doctor on Call, Ticket/Tour Assistance, Bellboy Service, Wake-up Call, Electrical Sockets, Wheelchair accessible, Wheelchair, Postal Services, Pool/ Beach towels

ADDITIONAL FEATURES

Emergency Cord/Button in Bedroom

Concierge Services

Wake Up Calls

Foreign Currency Exchange

Doorman

Baggage Hold

Doctor on Call

HOTEL ACCESSIBILITY

Accessible Guest Room Accommodations

Guest Rooms

Emergency Cord/Button in Bedroom

Grab Bars and Tall Toilets Available

Adequate Clear Turning Space in Bathrooms

Handheld Shower with Hose

Roll-in Showers

Safety Bar in Shower
Accessible Parking Details
Wheelchair Accessibility
Higher-level toilet with grab rails

ACCESSIBLE HOTEL FEATURES

Lift Access to All Floors
Lift near Accessible Rooms
Hearing Accessibility
Visual Alarms or Alerts
Visual Alarm/Alert in Guest Rooms
Hallways
Visual Alarm/Alert in Public Spaces
TV Amplifier
Vision Accessibility
Audible Alarms in Hallways

MARRIOTT BRANDS IN GOA

- 1) THE WESTIN, ANJUNA
- 2) GOA MARRIOTT RESORT & SPA, PANJIM
- 3) FAIRFIELD BY MARRIOTT GOA BENAULIM
- 4) FAIRFIELD BY MARRIOTT GOA ANJUNA
- 5) FAIRFIELD BY MARRIOTT GOA CALANGUTE
- 6) LE MERIDIEN, CALANGUTE
- 7) W HOTEL, VAGATOR

COMPETITORS IN GOA

- 1) HYATT HOTELS
- 2) HILTON HOTELS
- 3) THE INDIAN HOTELS COMPANY LIMITED

FAIRFIELD STP

SEGMENT

- 1) Leisure travelers
- 2) Business travelers

TARGET GROUP

- 1) Families
- 2) Honeymooners
- 3) Corporates

POSITIONING

- 1) Basic Necessities

HISTORY

Located in the foothills of Virginia's Blue Ridge Mountains, Fairfield Farm was originally owned by the king of England. Fairfield farm reminded J.W. Marriott of the Western ranches of his childhood. He purchased the property for his family's enjoyment in 1950.

In 1987, the 1st Fairfield Inn Hotel opened in Atlanta. The manor house was refurbished in 1997 and opened as Marriott's only Bed and Breakfast property, the Inn at Fairfield Farm.

Serving as a backdrop for American history, many prominent figures have visited Fairfield Farm. J. Willard Marriott continued the tradition by entertaining dignitaries such as Presidents Eisenhower and Reagan.

Today, Fairfield farm is better known as Marriott Ranch and is owned and operated by Marriott International. It continues to be a working cattle ranch, as well as a host location for special events.

The warm hospitality and simple beauty of Fairfield Manor House inspired the names of our hotels. In the year 2003 Marriott started its global extension and now around 950 hotels are present around the world and 350 upcoming hotels with over 3,000 associates providing a warm welcome and delivering a hotel experience that's just right to each and every guest. Marriott acquired All Starwood brands in 2016.

THE BEAUTY of SIMPLICITY

Fairfield by Marriott guarantees a beautifully simple stay wherever you travel- at over 1000 locations worldwide. Marriott family farm heritage inspires a calming, reliable experience characterized by warm hospitality all at a great value.

BRAND VALUES

1) Seamless

Our steadfast commitment to ensuring smooth, stress-free experience we give guests the flexibility to work rest and maintain their momentum on the road,

2) Trusted

You can count on us. With a heritage from the Marriott family farm, we deliver the quality and reliability you expect backed by guarantee.

3) Optimistic

We warmly welcome you into our hotels with friendly service and comfortable uplifting spaces.

BRAND PILLARS

1) IT'S RIGHT

Knowing the Guest Optimizing Values Delivering Consistency

2) ITS EASY

Simple/ Intuitive Comfortable Friendly

3) IT'S WORK

Productive Purposeful Enabling

MARRIOTT BRAND PORTFOLIOS

30 Marriott Branded Hotels

LUXURY

- 1) EDITION
- 2) THE RITZ CARLTON
- 3) THE LUXURY COLLECTION
- 4) ST. REGIS
- 5) W HOTELS
- 6) JW MARRIOTT

PREMIUM

- 1) MARRIOTT HOTELS & RESORTS
- 2) SHERATON HOTELS
- 3) MARRIOTT VACATION CLUB
- 4) DELTA HOTELS BY MARRIOTT
- 5) WESTIN
- 6) LE MERIDIEN
- 7) RENAISSANCE HOTELS
- 8) GAYLORD HOTELS

SELECT

- 1) COURTYARD BY MARRIOTT
- 2) FOUR POINTS BY SHERATON
- 3) SPRINGHILL SUITES BY MARRIOTT
- 4) FAIRFIELD BY MARRIOTT
- 5) PROTEA HOTELS BY MARRIOTT
- 6) AC HOTELS BY MARRIOTT
- 7) ALOFT HOTELS
- 8) MOXY HOTELS

LONGER STAYS

- 1) HOMES & VILLAS BY MARRIOTT
- 2) RESIDENCE INN BY MARRIOTT
- 3) TOWNEPLACE SUITES BY MARRIOTT
- 4) MARRIOTT EXECUTIVE APARTMENTS
- 5) ELEMENT BY MARRIOTT

COLLECTIONS

- 1) AUTOGRAPH COLLECTION HOTELS
- 2) TRIBUTE PORTFOLIO
- 3) DESIGN HOTELS

MARRIOTT STP

SEGMENT

- 1) Leisure travelers
- 2) Business travelers
- 3) Premium travelers

TARGET GROUP

- 1) Upper class
- 2) Families
- 3) Honeymooners
- 4) Corporates

POSITIONING

- 1) Luxury living & Prime location

PRODUCTS

MARRIOTT BONVOY MEMBERSHIP

X5 (AMBASSADOR ELITE) - 100 + NIGHTS

20% discount on Room & F&B

48HRS Guaranteed Reservation

Late c/out till 24HRS

Personal Ambassador

Yours 24 & Room Upgrade

X4 (TITANIUM ELITE - 75-106 + NIGHTS

20% discount on Room & F&B

48HRS Guaranteed Reservation

Elite welcome Gift Card

Late c/out till 18:00HRS

Free breakfast and Tea at the Restaurant

Room Upgrade

P6 (PLATINUM ELITE) - 50-74 + NIGHTS

20% discount on Room & F&B

Elite welcome Gift Card

Late c/out till 16:00HRS

Free Tea or coffee in the room

Free Breakfast and Tea at the Restaurant

Room Upgrade

X1 (GOLD ELITE) - 25-56 + NIGHTS

15% discount on Room & F&B

Late c/out till 14:00HRS

Free Breakfast can be given.

Room Upgrade

M1 (SILVER ELITE) - 10-28 + NIGHTS

10% discount on Room & F&B

Enhanced Wi-Fi Speed

VI (BASE MEMBER) 2-23 NIGHTS

10% discount on Room & F&B

Enhanced Wi-Fi Speed

DEPARTMENTS

HUMAN RESOURCES

SALES & MARKETING

FRONT OFFICE

FOOD & BEVERAGE

CULINARY

HOUSEKEEPING

LOSS PREVENTION

ENGINEERING

FINANCE

I & TS

HEAD OF DEPARTMENTS

GLEN FELIX D'SOUZA (Director of Operations)

JODINA GLYNIS ALMEIDA (Human Resources Manager)

VINAYAK PRABHAVALKAR (Director of Sales)

SARANG ARUN SHANBHAG (Front Office Manager)

MUKESH KUMAR SHEKHAR (Food & Beverage Manager)

SOUGATA HALDER (Executive Chef)

ANKIT SINGH (Housekeeping Manager)

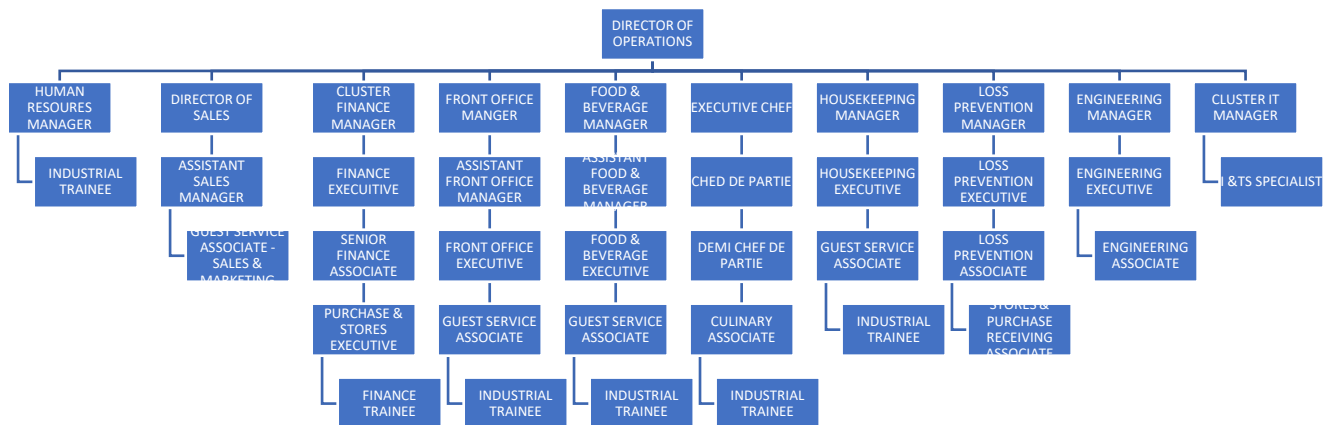
NARAYAN YESHWANT KARAPURKAR (Loss Prevention Manager)

RAHUL VENUGOPAL NAIR (Engineering Manager)

HARIOM YADAV (Cluster Finance Manager)

ABHISHEK PURUSHOTTAM SAVANT (IT Specialist)

HOTEL HIERACHY



FRONT OFFICE

DEPARTMENT HIERACHY



Front office staff strikes the first impression to the guest about the hotel.

Front office handles the transactions between the hotel and its guests. The staff receives the guests, handles their requests.

Duties and Responsibilities of Front Office Department

- 1) Creating guest database
- 2) Handling guest accounts
- 3) Coordinating guest service
- 4) Trying to sell a service
- 5) Ensuring guest satisfaction
- 6) Handling in-house communication through PBX.
- 7) Control of front desk tidiness and availability of all necessary stationery and material including pens, forms and informative leaflets.
- 8) Ensuring timely and accurate customer service.
- 9) Training and supporting office staff
- 10) Handling complaints and specific customers' requests
- 11) Monitoring stock and order office supplies and troubleshooting emergencies
- Managing mail distribution
- 12) Managing records of office expenses and costs

FOOD & BEVERAGE DEPARTMENT

DEPARTMENT HIERACHY

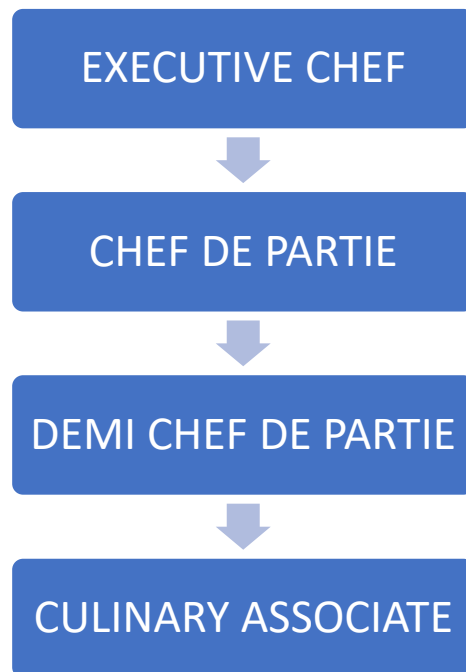


DUTIES AND RESPONSIBILITIES

- 1) Customer Service - In case of any guest complaints related to Service, the F&B manager meet the guest and takes feedback. F&B Manager makes sure the standards are met related to better guest service.
- 2) Oversee Food Preparation
Implementing the right standards for food and safety regulations is an important part of running a restaurant.
- 3) Control Budgets - It is the duty of an F&B Manager to meet the targets and control budgets.
- 4) Update & Design Menus - The F & B Manager sits down with the Executive Chef and the restaurant manager to design and update the menu
- 5) Check and verify all staff meals and staff discounts.
- 6) Check the restaurant and bar checks on daily.
- 7) Responsible for monthly and daily F&B Report and distribution to management.
- 8) Check and ensure that no material is issued out from the store without requisition or approval from the respective department head.
- 9) Spot check on the purchase department to ensure that the scales are correct and goods are checked for quality.
- 10) Responsible for maintaining the Menu Pricing, Consumption and POS systems.

CULINARY DEPARTMENT

DEPARTMENT HIERACHY



DUTIES AND RESPONSIBILITIES

- 1) Provide the highest and most efficient level of hospitality service to the hotel guests.
- 2) To organise the assigned work area and efficiently put away orders.
- 3) To produce quality products in a timely and efficient manner for the guests or staff.
- 4) Responsible for maintaining cleanliness, sanitation at the assigned work area.
- 5) Responsible for preparing and cooking all food items by the recipe and to specification.
- 6) Set-up the station with par stocks of menu items, and prepare the dishes designated for that station.
- 7) Checks supplies and prep lists and ensures all items are prepped in a timely fashion.
- 9) Ensures that all products are stored properly in the correct location at the appropriate levels at all times.
- 10) Serve food in proper portions to correct serving vessels and plates.

HOUSEKEEPING DEPARTMENT

DEPARTMENT HIERACHY



The Housekeeping Department ensures the cleanliness, maintenance, and aesthetic appeal of all rooms and public areas. The housekeeping department not only turns arounds (prepares and cleans guestrooms) in a timely manner, it also cleans and maintains everything in the hotel so that the property is as fresh and attractive as the day when it opened the doors for the business.

DUTIES AND RESPONSIBILITIES

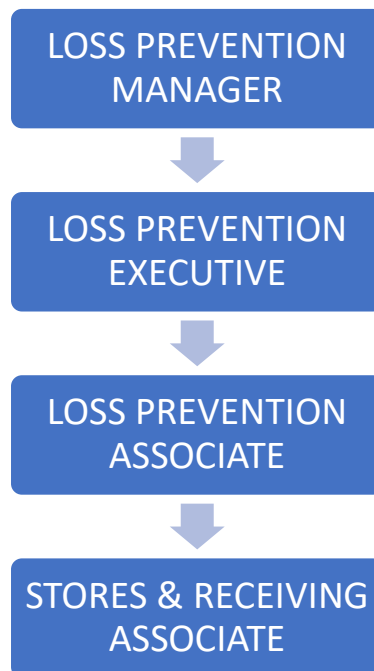
- 1) The effort that the housekeeping makes in giving a guest a desirable room has a direct bearing on the guest's experience in a hotel. There are more employees working in the housekeeping department when compared to any other hotel departments.
- 2) Being responsible for the turnaround of the rooms in a timely manner, housekeeping's primary communications are with the front desk/reception team. Each room status is updated on a regular basis from the housekeeping to the front desk and vice versa. With new technologies available a room status update can be done via the hotel software, telephone systems, housekeeping mobile applications etc.

3) Housekeeping also coordinates closely with the maintenance or engineering department, as the housekeeping staff identifies different types of maintenance issues while cleaning the rooms and reports to the maintenance team for rectification or replacement. Example: issues with the TV, AC, Heating unit, Plumbing, Lighting, Electrical faults, Furniture, Toilet, Vanity, Tub, Towels racks, Ventilation issues etc.

4) The role of housekeeping can change depending upon the type or category of the hotel, for example only in a luxury or full-service hotel evening or turndown services are offered by the housekeeping department. The housekeeping department is one of the major 'Support Centre' in the hotel as it doesn't generate any major revenue for the hotel.

LOSS PREVENTION DEPARTMENT

DEPARTMENT HIERACHY



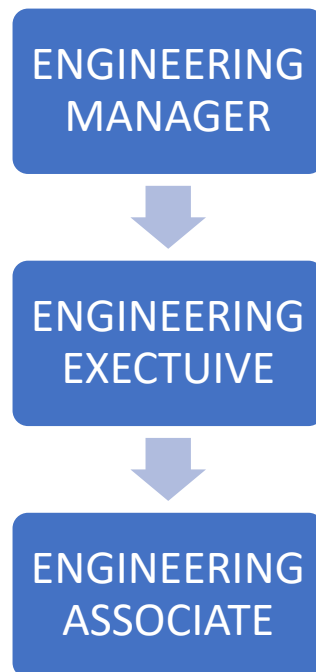
The Loss Prevention Department holds a very tough job in order to maintain the security condition above the line. It also ensures the safety of the guest belongings, any lost items, and security of the hotel's surrounding areas.

DUTIES AND RESPONSIBILITIES

- 1) Safety and Security of the guests
- 2) See something, Say something
- 3) Handling emergencies
- 4) Fire fighting
- 5) Evacuation of staff as well as guests
- 6) Record keeping of all the entries and exits.
- 7) Reports
- 8) Stamping of all the bills that are in the hotel.
- 9) Inventories
- 10) Conducting Training's for all the associates once every 3 months to keep them aware in case of any emergencies and what are the steps to be followed in such situations.
- 11) Supervision of guards
- 12) Investigation of any internal problems of the hotel.

ENGINEERING DEPARTMENT

DEPARTMENT HIERACHY



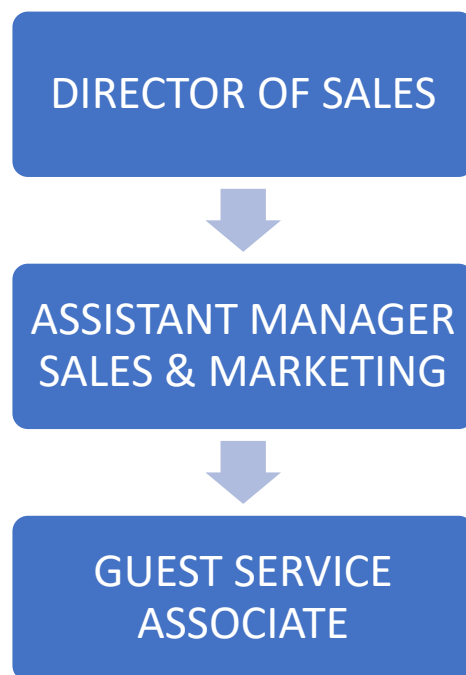
The Engineering Department is to maintain the interior and exterior of all hotel areas in order to deliver safe, reliable and comfortable service. They are responsible for maintaining the hotel's air conditioning system, heating and ventilation, steam and boilers, electricity, hot and cold-water supply and repairs all the broken equipment.

DUTIES AND RESPONSIBILITIES

- 1) Preventive maintenance program.
- 2) All guest requests are given priority.
- 3) Carry out proposed renovation of guest rooms or public areas.
- 4) Fire and Safety procedures.
- 5) Fire alarms and its monitoring.
- 6) Fix any water leaks (isolation points).
- 7) Maintenance calls logging and action.
- 8) Ensure all types of equipment are checked regularly for proper and efficient operation.
- 9) Water PH level monitoring for swimming pools and other water sources.
- 10) All Lifts and Escalators.
- 11) Bathroom exhaust fans.
- 12) Swimming pool.

SALES AND MARKETING DEPARTMENT

DEPARTMENT HIERACHY



The Sales & Marketing Department is categorized as the Centralized Department as well since it handles any sales & marketing efforts, making advertisements, doing events, flyers and others, all come under the responsibilities of this department.

DUTIES AND RESPONSIBILITIES

- 1) To identify new markets and business opportunities and increase sales.
- 2) Sending proposals to the client, guests or travel agents with the cost sheet.
- 3) Closely following up on all business leads within a 24-hour response time line to clients.
- 4) Assisting in day-to-day operations of reservations and sales department.
- 5) Review room blocking for Long Stayers and special group requests.
- 6) Managing telephone, and email enquiries in accordance with company standards.
- 7) Keeping track of guests' preferences and special requests to discuss with the concerned departments.
- 8) Liaising with travel agents, the revenue manager and the room division

manager.

- 9) Liaise with the Sales Department in regards to occupancy and reservations analysis.
- 10) Reconciling all the bookings as per their cancellation policies on the sold out dates and written confirmation to all the clients.
- 11) Supervising Group Reservations.
- 12) Reviews no-show and cancelled reservations and processes charges according to hotel's policy and ensures retention charges.
- 13) Keeping eyes on the blackout dates for rates and the high occupancy dates.
- 14) Maintaining budgeted ADR in terms of room occupancy on a day to day basis.
- 15) Forecasting revenue performance in different Market Segments.
- 16) Making strategy for more revenue and high occupancy through the year.
- 17) Monitoring competitor's performance on a daily basis with competitive hotels.
- 18) Conducting training for associates about reservation policies, terms and conditions.
- 19) Prepare daily, weekly and month end reports.
- 20) Attending pre arrival meetings and sales strategy meetings.
- 21) Maintaining group blocks and grids as per the signed contract.
- 22) Initiating & making alternate Promotional packages for FIT's (Free Individual Travelers).
- 23) Next day arrival settings as per the guest preferences.
- 24) Applying and making new packages as per the trends and demand.
- 25) Review arrival reports daily.

PROCESS FOLLOWED WHEN A CLIENT WANTS TO BOOK ROOMS AND REQUIRES DETAILS

1) Take rates from the Finance Department.

There are different rates that are shared by the Finance Department. The prices depends on the packs the Clients want and eventually altered as per their needs.

It defers from the number of members, number of meals, event, etc. The packs also differ according to the seasons.

2) Sharing the Proposal to the client

Once the rates are being finalised they're then shared with the clients.

3) Follow ups/ Confirmation

It's not that they just send the proposal and it's done. The Sales and Marketing Department then do follow ups with the client and checks whether they want to confirm the stay or not. In case they feel the prices are not as per what they are looking for they then have a negotiation. Accordingly the booking is done.

4) Contracting

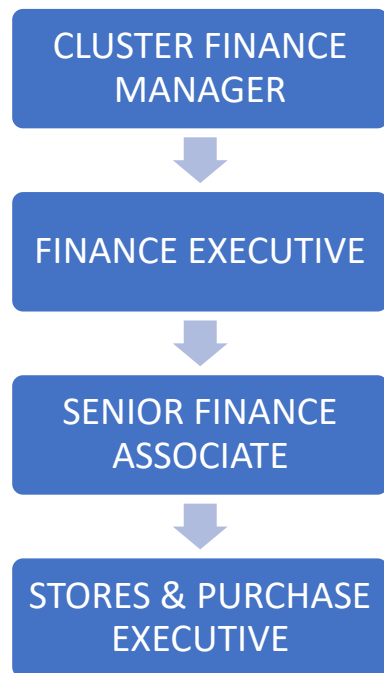
This process is done along with the Front Office Department. It is a contract between a hotel and the guest, according to which the hotel must provide the specified room type to the guest and the guest must agree to pay all relevant charges.

5) Detailing

Further if suppose the client requires the Meeting Room in case of any business meetings, or any occasions, events or even if they require a pickup and drop. All this needs to be specified to the Department well in advance in order to make the required arrangements and there's no chaos created by anyone. All this is being recorded in case of any cancellations.

FINANCE DEPARTMENT

DEPARTMENT HIERACHY



The Finance Department is combined with Stores and Purchase Department and looks after the hotel's financial aspect.

DUTIES AND RESPONSIBILITIES

1) Surprise bank audits/ cash are conducted during the month, documented and kept ready for clusters perusal.

2) Complimentary rooms:

The finance associate prints the complimentary rooms report and affirm that appropriate approvals for such rooms have been obtained on Project tree. If approvals are not valid, then reservations would be required to justify the basis of the same. Comp rooms are reviewed and approved daily to ensure proper approval per ISOP.

3) Posting of petty cash vouchers.

4) Investigate and review significant cashier variances. All corrective measures must be taken where necessary.

5) Daily Updating of currency rate in OPERA.

6) Accounts payable - GST payment, Salary Payment, Supplier payment, PF payment, accruals, month end accrual, security deposit Reco, LWF payment, TDS payment, etc.

BUSINESS OBJECTIVE OF STORES AND PURCHASE DEPARTMENT

Ensure that the purchasing and contracting activities are:

- 1) Protected materials from loss and wastage due to defective storage.
- 2) Legal, accountable and auditable.
- 3) Economically effective and open to continuous improvement to strengthen internal control environment.
- 4) Capable of identifying, minimising and managing risks.
- 5) Ethically, environmentally and socially responsible.
- 6) Confirm- right quality, right quantity and right price.

PURCHASE ORDER (Placing an Order)

Once the item and vendor are selected and approved in the system following steps to be followed for placing an order:

- 1) User department to raise a requisition in the purchasing system.
- 2) User department head to analyze the quantity based on need, budget, and forecast and approve the same.
- 3) General item PO: To be approved by the DOF followed by the GM's approval and to convert the requisition into the PO over the Purchasing system.
- 4) Food PO: To be approved by the executive chef and to convert the requisition into the PO over the Purchasing system .
- 5) Hard Beverage PO: The hotel DOF is to decide the approval flow based on PO amount. Head beverage PO to be raised by the F&B controller.
- 6) The PO will be automatically sent to the vendors registered email ID In the Purchase system. User department head can communicate or send the PO to the vendor through different means of communication in case no registered email ID is available. However, follow ups to be done by the user department for the material

INFORMATION TECHNOLOGY DEPARTMENT

DEPARTMENT HIERACHY



Information Technology is another department in this hotel. It is liable for all multimedia activities in the hotel. This department is also responsible for the maintenance of all multimedia and IT related queries in order to preserve and prolog the properties.

DUTIES AND RESPONSIBILITIES

- 1) Responsible for overseeing and handling network configuration, Servers, Workstations, Networking equipment, PABX, email accounts, and also support for the underlying server/desktop infrastructure.
- 2) Prepare & Implement Preventive Maintenance Schedule for all IT hardware & Software.
- 3) Manage leadership in the establishment of project scope, technical strategy , cost, budget and staff support requirements with new IT initiatives.
- 4) Managing Disaster Recovery Process and ensuring regular daily backup is taken.
- 6) Identifies and implements solutions to user challenges and concerns associated with the use of personal computer equipment.
- 7) Monitors and maintains proper inventory of hardware and software licenses.
- 8) Keep updated with the latest hotel technology and security risks on a regular basis.
- 9) Maintains a system error / progress log book and deals with reported problems.

HUMAN RESOURCES DEPARTMENT

DEPARTMENT HIERACHY



The Human Resources Department is responsible to oversee all associates, benefits, selection and training and development. The department is also responsible for providing training in order to instill the Marriott culture among each associate as well as recruiting new candidates for any vacancies.

DUTIES AND RESPONSIBILITIES

1) Recruitment and Selection:

Recruitment and selection in the hospitality and management industry play a key role in ensuring that the best staff is recruited in order to achieve the set goals and objectives of the organization by providing satisfactory customer services. They follow a Talent Acquisition Process in order to get the best staff.

Talent Acquisition (TA) Process

a) Anticipate & Plan

Identify and plan recruitment needs.

b) Post & Source

Identify potential talent for current/future needs.

c) Screen & Assess

Determine qualifications and prioritize applicants.

d) Interview & Select

Select the best applicant for the position.

e) Offer & Pre-hire Checks

Extend offer; conduct checks compliant with local country laws

f) Hire & Onboard

Welcome the new hire

2) Resolving associate's grievance

If in case there are any associate grievances the Human Resource is supposed to Acknowledge the Grievance, investigate the matter, hold a formal meeting with the associate and all relevant parties and the associate can also put forward any evidence that backs up the complaint. The human resource manager makes their decisions and takes actions accordingly.

3) Handling discipline

It is done to encourage employees to confirm established standards of the job performance and to behave sensibly and safely at work. Example of the different disciplines could be grooming, speaking faulty languages, harassments, etc.

4) Leaves

It is all about managing employee leave requests and guiding them on the number of leaves associates can take in a month. There are different kinds of leaves the employee gets for example: Paid leave (PL), Sick Leave (SL), Restricted Holiday (RH), Casual Leave (CL) and OFFS.

5) Manage Employee Benefits

The Human Resource manager is responsible for programs that include plans for retirement, PF's, leave policies, wellness programs, Insurance and many other responsibilities. The Human Resource Manager is often responsible for selecting the benefits vendors and managing the enrollment process.

6) Employee Engagement

Every year, The Human Resources manager surveys its associates to monitor the health of their work environment, culture, and employee engagement. This is done by encouraging employees to share online how they live the company's values and if they're satisfied with the workforce or not.

7) Employee Performance Management

Good Performance Management focuses on improving the skills that help an employee do their job better. This is done by communicating and clarifying job responsibilities, performance expectations, and development planning that optimize an individual's goals and makes them set their goals and guides them to achieve it and ensures that everything runs smoothly.

8) Birthday vouchers

The Human Resources Team is responsible to make the birthday vouchers on the associates birthday along with a card. This voucher entitles you to a complimentary buffet breakfast meal at Kava for 4 pax (Associate + 3 PAX). This voucher is valid for three months from the date of issue. This voucher is valid only if the associate is present for the meal. This voucher is not transferable or refundable for cash.

9) Staff Cafeteria

There is a daily audit conducted by the Human Resources department to check whether the food has arrived on time. The food is served in Baine Marie, there's Soap in the washing area, tissues in the holder, Cooler, Mat under the

cooler, Dustbin area is clean, whether the Lights are working, TV is working, chairs and walls are clean, staircase is clean, ceilings, Grills, Plates, Spoons and sugar bowl. This all is done before the lunch time starts to ensure Health and Safety of the Staff.

10) Keeping records

The Human Resource Department is responsible to keep all the confidential documents and files of the associates filed and secured. They also ensure that no personal information of any of the associates is given out to anyone.

11) Payroll and compensation

Payroll involves payments of regular salary and wages, commissions and bonuses. Compensation is broader than pay as it includes all of the benefits and perks that the company provides to its associates on top of income.

12) Training and Development

The human resources department coordinates and manages employee training and development. New employees typically undergo training to learn company policies and procedures and the specific skills, tools or resources needed to perform their job. The HR manager also works with managers to create programs that train the existing workforce on specific skills.

13) Career guidance

The Human Resources Manager guides the Associates to search and apply for jobs using the Marriott internal careers website in mHUB. Applying as an internal

Candidates provide visibility to jobs only available to associates, update their job preferences to receive job alerts, and continue to explore ways to grow their career with Marriott.

MY DUTIES/MY LEARNINGS

1) PREPARING DAILY PACKET

Daily Packet:

Daily Packet is a hotel newsletter which is referred every morning during Morning meetings attended by the Head of all Departments and during Individual Department briefings.

It includes the following:

Theme of the day.

Hotel Occupancy of current day.

News impacting the Company and Property.

Highlighting Birthdays and Work Anniversaries.

Associate Recognition.

Property- specific content.

Health Tip.

Posting Vacancies.

2) OPENING & CLOSING POSITIONS ON MHUB

If there are vacancies in any of the hotels operational departments, then I would open that particular position on MHUB known as Marriott Global Source.

I would make the position visible first for the internal marriott candidates and make it visible a bit later for the external/fresher candidates to apply for the same eligible positions

3) CREATING PVA'S

After opening positions on the MHUB, I would prepare a poster which would highlight the vacancies open in our hotel, most importantly by mentioning the property details as there are many marriott properties.

Later I would mail the same poster to marriott india and telecast the same in the daily packet.

4) SCREENING RESUMES

After opening positions for both internal & external candidates, I would screen the resumes based on what the management would require, maybe in terms of qualification, work experience, type of hotel, skills etc.

After Screening the same I would hand the Cvs or download and mail the CVs

to the Head of Department, who is looking to fill the candidature.

5) SCHEDULING INTERVIEWS

Once the Head of the Department agrees that the candidate meets the required qualification, work experience, type of hotel, skills.

I would call the shortlisted candidates to schedule either a Telephonic/Microsoft Teams or a Face to Face Interview incase the candidate belongs to the same location.

6) CONDUCTING INTERVIEWS

Incse if the candidate is a fresher I would conduct a telephonic interview or a Microsoft teams interview and close the position if I am convinced with the candidate meeting the required set of skills.

7) FOLLOWING UP WITH SHORT LISTED CANDIDATES

Incse of any Documents required for verification purposes, I would follow up with the candidates to send us the same via mail or whatsapp.

8) SALARY BREAKUP

Once the Documents are verified I would send a salary breakup to the selected candidate via whatsapp once the HR Manager finalizes the salary for the candidate based on the certain criterias and wait for his response.

Incse the candidate does not agree with the same, then my HR Manager would take a call along the Head of the Department whether we should propose a revised offer to the candidate incase he is well deserving, but if he is not deserving then no counter offer would be made.

9) REFERENCE CHECK OF CANDIDATES

Once the candidate agrees with the offered salary breakup, I would request the candidate to share their current employers (Department Manager) email id to conduct his reference check.

Incse the candidate is a fresher, I would ask them to share their college's placement coordinators email id.

Incse we receive a negative reference check we would keep the candidate on hold (put his candidature on hold)

10) PREPARING OFFER AND APPOINTMENT LETTERS

Once we receive a positive reference check of the candidate, I would contact the candidate re confirm his date of joining as discussed between the HOD and the candidate during the interview and prepare the offer letter get it cross checked by my HR Manager and get it signed by the Manager, scan the offer letter and mail it to the candidate.

The GM of the hotel is always marked CC in all the Offer Letter mails.

After 7 days of completion of services in the hotel, I would prepare the Appointment letter, get it cross checked and signed by the HR Manager and hand it over to the employee on the next day.

11) FOLLOWING UP WITH THE CANDIDATES

I would start following up with the candidates well in advance regarding their travel details well in advance to maintain assurance of his/her arrival.

Also follow up regarding his/her time of arrival.

Incase the candidate arrives late, I would pair him with one of the associates to the accommodation.

12) ONBOARDING FORMALITIES OF NEW CANDIDATES

Once the candidate has arrived, I would do his/her joining formalities by collecting certain documents and getting certain employment forms filled.

Once the joining formalities are done, uniform would be given along with the name tag and further tagged to the Head of Department.

13) UPDATING HEADCOUNT AND MAINTAINING EMPLOYEE RECORDS

Next I would update the Headcount with the required details and create a personal file for the employee and maintain all his records in it.

14) KEEPING TRACK OF VACCINATED EMPLOYEES

I would also update the Vaccination Tracker as per the government guidelines

15) SETTING UP EIDS

Every employee in marriott have a personal marriott ID.

I will login to MGS and now close the position of the joined candidate and then create his EID and Password and give it to him.

EID can be used to complete certain trainings and maintain employee history with the marriott and the benefits

16) SCHEDULING MEDICALS FOR NEW JOINED EMPLOYEES

After joining the following day I would schedule medicals for the candidate well in advance by cooperating with the medical the hotel is tied up with and getting the candidates medical tests done.

17) PREPARING MONTHLY PAYROLL INPUT DATA FOR SALARY

At the end of the month I would process salary inputs for all employees and include new joiners payroll data input as well.

18) ASSISTING EMPLOYEES WITH EXIT PROCESS & ISSUING EXPERIENCE CERTIFICATES

Provide employees with Experience certificates and helping them with the exit process.

19) ASSISTING IN FULL & FINAL SETTLEMENT OF LEFT EMPLOYEES

I would also assist my manager in the F&F of the Left Employees by taking certain considerations such as checking notice period served, encashment of leaves, gratuity if applicable and so on.

20) Updating Weekly Training Sheet

Inputting data of all training sessions conducted by all operational departments at the end of the month and mailing it to the cluster property trainer

21) Interviewing Candidates/Industrial Trainees

Conducting basic interview like situational based, flexibility based etc

22) RECRUITING CANDIDATES/INDUSTRIAL TRAINEES

Contacting colleges, getting in touch with placement coordinators, scheduling interviews.

23) PREPARING TRAINEE MONTHLY ROSTER AND STIPEND SHEET

I would prepare the monthly roster and stipend sheet for trainees at the end of the month, get it cross checked and then submit it to finance via mail and hard copy as well.

24) PROJECTREE KNOWLEDGE

Accruals & Service Invoice

25) BIRCHSTREET KNOWLEDGE

Ordering office supplies via Hotshop such as stationary

26) CONDUCTING VARIOUS AUDITS

I would conduct various audits such as accommodation audits to check if associates are maintaining discipline

Conducting grooming audits of associates and trainees to see if they are maintain grooming standards.

I would prepare an excel sheet and mail the same to all the HODs keeping them aware of the actions required if any.

27) ASSISTING IN PLANNING OF HOTEL EVENTS

ASSOCIATE APPRECIATION WEEK (AAW):

Every year Marriott International organizes special events throughout the whole week at all Marriott hotels around the world aiming to thank Marriott associates for their efforts, support and hard work.

This year from 20th June to 23rd June 2022, The Human Resources Department of Fairfield By Marriott Anjuna Hotel organized the Associate Appreciation Week. All the hotel Associates participated in these four days of fun which included many recreational and fun activities such as Aqua Tug of war, egg drop, gym activities, minute to win it games, lucky tiles, tic tac toe, cricket and Gala Night on the Final day.

The employees were divided into two teams. Each staff member right from the management teams and associates participated in the event.

As part of the Marriott Spirit to Serve the community initiative, Fairfield by Marriott Anjuna hotel associates from both the teams along with the Human Resources team had a visit to an Old Age home in Assagao and took along some Grocery items along with some refreshments.

This Week encouraged teamwork and in turn, enhanced employee fellowship and productivity.

28) EMPLOYEE ENGAGEMENT ACTIVITIES

WACKY WEDNESDAY:

It is an Employee Engagement activity where there are fun activities held every Wednesday for the Associates during the Tea break. This is then featured in the Daily Packet. These activities are conducted so that the associates are less stressed, and get a little break from their busy schedule and also to build better work and staff relationships.

I would search for new exciting games every week and plan the activity well in advance and also get gifts in advance for winners of the game.

29) HELPING OVERALL DEPARTMENTS WHEN REQUIRED

During my training period at Fairfield by Marriott, I did not train in the Human Resources department solely but I aswell did train in all the other departments side by side bby helping them during their busy schedule and gain more knowledge and build connections among the team.

30) PREPARING EMPLOYEE CONFIRMATION EVALUATION

Once an external candidate joins the marriott hotels for the 1st time, he is put on probation for 3 months.

After 3 months his performance is reviewed and then converted into a confirmed employee incase the manager is convinced he meets the required expectations, but incase he does not meet, a probation extension would be given.

Incuse of a marriott internal transfer confirmations evaluation is waived off. I would prepare the evaluation forms pf the candidates post their 3 months completion and hand over the same of their Hods.

Next I would prepare either the confirmation/probation certificate based on the response received by the HOD

31) RENEWAL OF CONTRACTS

The hotel is tied up with certain contractors for a fixed period.

I would renew the contract well in advance.

32) PREPARING BIRTHDAY CARDS AND VOUCHERS

The Human Resources Team is responsible to make the birthday vouchers on the associates birthday along with a card. This voucher entitles you to a complimentary buffet breakfast meal at Kava for 4 pax (Associate + 3 PAX).

This voucher is valid for three months from the date of issue.

This voucher is valid only if the associate is present for the meal.

This voucher is not transferable or refundable for cash.

This voucher expires after 3 months from the date issued

I would prepare birthday cards and vouchers and get it signed from the HODs filled with wishes and hand it over to the associates in an envelope on their date of birth.

SUGGESTIONS

- 1) Advertising on social media like Instagram stories while scrolling through people's one's stories.
- 2) Having Giveaways like a stay at the hotel during off seasons.
- 3) Tie up with Tour guides for groups to visit nearby heritage places to be added to the packages.
- 4) Signboards/ Billboards of the hotel on the main road in Anjuna.
- 5) Hotel should have their own taxi services because the cabs outside the hotel charge the guests a bomb amount.
- 6) Sign board for stair 2 saying 'No entry for guests' as there is no exit down the stairs and many unwanted things are being kept there.
- 7) Have Bands being called to play at the Restaurant at Kava and post it on social media a week before.
- 8) Karaoke Nights (occasionally)
Where each performer can stand a chance to win a lucky draw (Meal for 2)

CONCLUSION

In review this internship has been an excellent and rewarding experience. It was a complete and useful experience training at Fairfield by Marriott Goa Anjuna. I have been able to meet and network with so many people that I am sure will be able to help me with opportunities in the future. The experience brought out my strength and the areas I needed to improve on. It added more confidence to my professional approach built a stronger positive attitude and taught me how to work effectively and efficiently. In the beginning of internship period, I realized that one needs to be at their best and also give their best to be a part of an organisation. Once I realized what I had to do I organized my day and work so that I was not wasting any time. I have learnt that I had to be well organized in whatever task I do. During my six months of training, I learnt a lot, developed lot of confidence and courage in this organisation. One main thing that I have learned through this internship is management skills as well as self-motivation

My experience in the company was an educative one. I worked in the HR department. I have learnt that the HR department is vast and not just training, recruitment, manpower based. I got to learn a lot of things which will be helpful for me in my future. I noticed many changes in my attitude during this period and I am confident to carry out any task

During my training period, I came across many challenges every single day.

I will continue to work hard in my position and hope to continue to learn about the industry and meet new people. I learned that this is just the beginning of my journey and I have to travel a long distance to be successful in this field.

This was an excellent experience of learning at Fairfield by Marriott Goa Anjuna.

BIBLIOGRAPHY

Official Marriott Website: www.marriott.com

Wikipedia: https://en.wikipedia.org/wiki/Marriott_International

INTERNSHIP OFFER LETTER



January 17, 2022

Dear Zenon,

Greetings from Fairfield by Marriott Anjuna Goa!

This is with regards to your application for the Marriotternship (Human Resources) position at the Fairfield by Marriott Anjuna Goa.

We are glad to confirm that **Mr. Zenon Christopher Fernandes** has been selected as a Marriottern. The duration of your training will be from January 17, 2022 to July 17, 2022.

During the course of the tenure, you will be provided with the following:

- Duty meals in the associate dining room
- Black trousers and whites shirt to be worn on duty
- 4 Weekly offs per month
- Stipend amount of Rs. 4,000/- per month

The student has to arrange for his/her accommodation.

Do ensure that following documents are carried on the date of joining at 09:00am:

- 4 passport size photographs
- College No objection certificate
- Police Clearance Certificate
- Aadhar Card photocopy
- COVID -19 Antigen test
- Bank passbook
- PAN Card

Welcome Aboard!

Glen Felix Dsouza
Director of Operations

Jodina Almeida
Human Resources Manager

ACCEPTANCE

I have read and fully understood the terms & conditions as a 'Marriotternship' under the training period.

Name and Signature of the candidate: ZENON CHRISTOPHER FERNANDES

INTERNSHIP COMPLETION CERTIFICATE



Certificate of Training

Mr. Zenon Christopher Fernandes

Student of Goa Business School , Taleigao Plateau Goa, has completed his Marriotternship
in the Human Resources Department at

Fairfield by Marriott Goa Anjuna

From 17th January 2022 to 16th July 2022

OVERALL RATING – OUTSTANDING

A handwritten signature in blue ink, appearing to read "Jodina Almeida".

Jodina Almeida

Human Resources Manager

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THANK YOU

ZENON CHRISTOPHER FERNANDES
1714