

Key Indicator – 1.3 Curriculum Enrichment **(50)**

1.3.3 Percentage of Programmes that have components of field projects / research projects / internships during last five years

(5)

A large, faint watermark of the Sushant University logo is visible in the background of the page.

Criterion 1 – Curricular Aspects
(150)



**Evaluated project report/field work report
submitted by the students**

APPENDIX- IV

SCHOOLWISE SAMPLE

VHTBS

A Project Report on

“ Industrial Training - I ”

Submitted in partial fulfillment of the requirement for the award of the
Degree of

BACHELOR OF HOTEL MANAGEMENT

By

Name. : Rajendra Sapkota

Roll No : 190BHM046

Semester : VI



HOTEL & TOURISM
BUSINESS SCHOOL

Sushant
University
Erstwhile Ansal University Gurugram

Batch 2019-2023

Vatel Hotel & Tourism Business School
Sushant University
Sector-55, Gurugram

42/50

A handwritten signature in blue ink, partially obscured by a large blue scribble that also contains the numbers '42/50' written inside a circle.

Internship
Report
BHM.



Vatel Hotel & Tourism Business School

Sector 55, Golf Course Road

Gurugram ,122003

Certificate of Completion

To

The Dean

Vatel Hotel & Tourism Business School

Sushant University

Dear Sir/Madam

In conformity with the provisions of BHM, I am writing this to inform you that I am Rajendra sapkota, Roll No.190BHM046, who has been pursuing BHM has completed the Industrial Training – I, 19BHM-VIN32L as the curriculum requirement .This work is considered by the examiner worthy of consideration for the completion of the mandatory subject of the sixth semester and can be submitted during the presentation being conducted on August 03, 2022.

Yours faithfully

Rajendra Sapkota

Roll no:190BHM046

Rajendra
Signature



26th July, 2022

To Whomsoever It May Concern

This is to certify that **Mr. Rajendra Sapkota S/O Mr. Narayan Prasad Sapkota** Student of **Sushant University, Gurugram (Haryana)** has undergone Industrial Training in major four department in our hotel from **21st February, 2022 to 25th July, 2022.**

His performance during the training was found to be good. We wish him success in all future endeavours.

**For Country Inn & Suites By Radisson, Gurugram Sohna Road
(A Unit of Gurmon Hotels Pvt.Ltd.)**

Country Inn & Suites By Radisson - Sohna Road
(A Unit of Gurmon Hotels Pvt. Ltd.)
10th KM Stone, Bhondsi, Gurugram
Haryana-122102

Ajay Kumar

Human Resources Manager



ACKNOWLEDGEMENT

I feel delight to hereby put forward this report titled "Industrial Training –I " in the hotel industry as a part of my partial fulfillment for the degree of Bachelor of hotel management studies but as a part of hospitality industry to get new experience in the same field. This report is a kind endorsement by our teacher to our efforts. I would like to express my sincere gratitude as well as appreciation to my teachers of **Vatel Hotel & Tourism Business School** for providing us the platform to excel and assist us with their propound knowledge, guidance, encouragement and the continues support. I would like to thank **Mr. Saif anjum** sir for his cooperation with valuable guidance and supervision in rightful comments without whom this report wouldn't be materialized in this form. I also acknowledge the entire helping hand that have me in every possible way for the formation of this report. I would also like to thank "**Country Inn and Suits By Radisson** " for providing valuable information for my project. At last, my deep appreciation goes to all individual and institution that helped me directly or indirectly to bring out this report.



Rajendra
Rajendra Sapkota

DECLARATION

I Rajendra Sapkota, hereby declare that this project titled “**Industrial Training - I**” is based on the original project study conducted during my Internship.

This has not been submitted earlier for the award of any other degree by VHTBS, Sushant University or any other Universities.

Gurugram

Date : 03/08/2022

Rajendra Sapkota
Rajendra Sapkota



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Introduction to Gurmon Hotel Private Limited.

Gurmon Hotels Private Limited is a Private incorporated on 17 February 2011. It is classified as Non-government company and is registered at Registrar of Companies, Delhi. Its authorized share capital is Rs. 30,000,000 and its paid up capital is Rs. 30,000,000. It is involved. In Hotels; camping sites and other provision of short-stay accommodation Restaurant facilities operated in connection with the provision of lodging remain classified in this group. Also included are the operation of sleeping cars when carried on by separate units.

Gurmon Hotels Private Limited's Annual General Meeting (AGM) was last held on 30 November 2021 and as per records from Ministry of Corporate Affairs (MCA), its balance sheet was last filed on 31 March 2021.

Directors of Gurmon Hotels Private Limited are : Prashant Arora, Santosh Aorar, Gurina Arora, Monica Arora .



History of Radisson

In 1907, Edna Dickerson came to Minneapolis, Minnesota, from Chicago to collect a substantial inheritance. Local business leaders persuaded her to build a hotel in the city, with Dickerson investing \$1.5 million in the construction of the first Radisson hotel. It was planned as a high-end luxury hotel, designed in the French Renaissance architecture style, and constructed with "the best in every line" of paints, enamels, woodwork, and wood finishes, and named after the 17th-century French explorer, ranger and furrier Pierre-Esprit Radisson. The building was sixteen floors, making it the second-tallest building in Minneapolis at the time. As the opening neared, reports boasted of hand-carved walnut furnishings in guest rooms and Spanish leather chairs in the main lobby and banquet hall. The hotel opened on Wednesday, December 15, 1909, with many of the staff having been hired from large hotels on the Eastern seaboard, and being new to the city of Minneapolis. The opening was followed shortly thereafter by a charity ball for the city being held at the hotel. In an early hotel incident the following month, six waiters from New York were fired, allegedly "because the Eastern waiters could not get accustomed to the Western ways", with three of them being thrown out "into the street before they would leave".

Dickerson and her husband, attorney Simon Kruse, lived on the hotel's thirteenth floor and managed the hotel, also opening a Radisson Inn on Christmas Lake, in the Minneapolis suburb of Excelsior. They remained for twenty-five years, until 1934, when the Radisson fell into the hands of a mortgage company. In the mid- and late-1940s, pianist Liberace "gained national exposure through his



performance contracts with the Sattler and Radisson" hotels. Another owner initiated a renovation of the hotel in the late 1940s. The Radisson was purchased in 1962 by the Carlson Company, and it began adding new locations, both through the purchase of existing hotels such as the Denver Hyatt House in 1968, and constructing new buildings in Bloomington, Minnesota, and Duluth, Minnesota. The chain had 14 locations by 1976, and 32 by 1984. The original Radisson in Minneapolis was demolished in 1982, with a new hotel being constructed in that city and beginning operations in 1987. Carlson expanded the chain into one of the top hotel corporations by 2013. On top of Radisson, Carlson also owned several other brands, such as Park Inn, Park Plaza (acquired in 2000), and Country Inns & Suites (founded by Carlson in 1986).

In the 1990s, American-Russian businessman Paul Tatum was murdered after a series of disagreements over the Radisson Hotel in Moscow.

On June 13, 2022, the company agreed to be purchased by Choice Hotels for \$675 million.



About the Hotel.

Country Inn & Suites By Radisson.

Located between the cities of Gurgaon and Sohna road, the Country Inn & Suites by Radisson, Gurgaon Sohna Road provides convenience for business and leisure travelers alike. The hotel offers easy access to the area's thriving business districts and essential attractions like Kingdom of Dreams and Shiv Kund. While you're here, take in the stunning views of the Aravali Mountains before indulging in dinner at our on-site restaurant. Guests can also release your stress with a refreshing dip in the pool before retiring to your well-appointed room.

Offering views of the Arrivals Mountains, this casual hotel is 11 km from Damdama Lake, 10 km from Sohna Hot Springs and 19 km from the Kingdom of Dreams, a themed cultural entertainment attraction.

Understated rooms offer free Wi-Fi, flat-screen TVs and minibars, plus tea and coffee making facilities; some have mountain views. There's room service 24/7.

Freebies include parking and a breakfast buffet, which is served in a relaxed, 24-hour international restaurant. Other amenities include a bar, a gym, an outdoor pool and a hot tub, as well as meeting rooms.

Check in time: 2.00pm

Check out time: 12.00pm



Location:

Sohna Road, Badshahpur, Sector 66, Gurugram, Haryana 122102

This hotel's rooms in Gurgaon feature LED TVs

The 51 hotel rooms at the Country Inn & Suites come equipped with an assortment of amenities, including free high-speed Internet access and 32-inch LED TVs. Additional comforts include air conditioning, packaged water, a tea- and coffee-maker, and a minibar. This hotel's Gurgaon accommodations range from Superior Rooms, spanning up to 385 square feet, to Deluxe Rooms, spanning up to 440 square feet, and offer complimentary washing of two pieces of laundry per day. As an added benefit, all rooms feature views of the Arrivals Mountains or lush greenery.

Room types

•Superior room size:

145-385 square ft.

Maximum guest 3 adults

•Deluxe room size:

345-440 square ft

Maximum guest 3 adults



Gurgaon lodging with indoor and outdoor event space

The Country Inn & Suites offers gracious event facilities for a variety of indoor and outdoor events, from stately banquets to small business luncheons. You can choose from two conference rooms, a banquet hall, a pool terrace and two outdoor lawns, and all spaces come with first-rate amenities like audiovisual equipment, on-site catering and free high-speed Internet access. The friendly, professional staff at this Gurgaon lodging is also available to assist with planning to ensure that your event is a complete success from start to finish.

Meeting amenities include:

- Access to on-site catering and refreshments
- Event coordinator
- Free high-speed Internet access
- Projector
- Separate banquet entrance for event participants
- Table and chairs
- Video conferencing capabilities

Features

- 6 meeting rooms.
- 400 person maximum capacity.
- Wedding & events coordinator.
- Video conference.
- Catering services.



- Natural day lights

- Night DJ lights

Meeting rooms

Indoor Meeting Rooms

Maximum capacity: 15 and 30, respectively

With soaring 18-foot ceilings and convenient amenities like free high-speed Internet access, audiovisual capabilities and on-site catering, these rooms are ideal for business meetings and small social gatherings.

Indoor Banquet Room

Maximum capacity: 350 round-table seating

The Indoor Banquet Room comes with all standard meeting amenities, as well as a flexible layout that can divide the space into two separate rooms. The 18-foot ceiling lends an elegant touch for unforgettable wedding receptions, galas and business seminars.

Outdoor Pool Terrace Deck

Maximum capacity: 100

Host an event by the pool with views of the Aravalis Mountains in this space comprised of grass and hard surface.



Outdoor Lawns

Maximum capacity: 300 and 400, respectively

The two outdoor lawns at the Country Inn & Suites are set against a backdrop of mountains and lush greenery, providing a memorable setting for events, weddings and banquets.

Hotel features a 24-hour restaurant

The Country Inn & Suites, Gurgaon Sohna Road offers a variety of on-site dining options for you to enjoy during your stay. Mosaic, the hotel's 24-hour restaurant, serves a complimentary breakfast to help you start the day, as well as flavorful cuisine for lunch and dinner. For a quick snack or a cocktail with friends or business associates, stop by Big Shot Bar. If you prefer, you can enjoy a meal in the comfort of your room with room service, available 24 hours a day.

Mosaic

Open 24 hours, Mosaic serves flavorful multi-cuisine dishes. Each morning, the restaurant serves a complimentary breakfast as well



Opening hours

- 24 hours/ Daily
- 7–10 am Breakfast/daily

Big Shot Bar

For expertly mixed drinks and light snacks at our Gurgaon hotel, head over to Big Shot Bar. Here, you can enjoy an assortment of soups, appetizers, snacks, and beverages.

Opening hours

- Noon–midnight / Daily

Room service

- If you prefer to dine in the comfort of your room, 24-hour room service is available.

Opening hours

- 24 hours / Daily

Health & safety measures are provided by the hotel.

Healthy & safety

- Enhanced cleaning
- Enhanced cleaning of guest rooms
- Commercial-grade disinfectant used to clean the property
- Employees trained in COVID-19 cleaning procedures
- Employees wear masks, face shields, and gloves



- Enhanced cleaning of common areas
- Employees trained in thorough hand-washing

Personal protection

- Hand-sanitizer and/or sanitizing wipes in common areas.
- In-room hygiene kits with masks, hand sanitizer, and/or antibacterial wipes.
- Masks and/or gloves available for guests.

Physical distancing

- Guest occupancy limited within shared facilities.
- Physical distancing required.
- Common areas arranged to maintain physical distancing.
- Safety dividers at front desk and other locations.

Minimized contact

- No-contact check-in and check-out.
- High-touch items, such as decorative pillows, removed from guest rooms.
- Plastic key cards are disinfected or discarded
- High-touch items, such as magazines, removed from common areas.
- Housekeeping scheduled by request only.

Increased food safety

- Additional sanitation in dining areas.
- Additional safety measures during food prep and serving.
- Individually-packaged meals.



- Single-use menus.

Popular amenities

- Spa
- Pool
- Breakfast free
- Wifi free

Internet

- Wifi free

Food & drink

- Restaurant
- Bar
- Table service
- Buffet dinner
- Room service 24 hour
- Breakfast free
- Breakfast buffet

Payment Method

- Credit cards
- Debit cards



- NFC mobile payments

- Cash

Services

- Front desk 24 hour

- Full-service laundry

Children

- Kid-friendly

Pools

- Outdoor pool

- No hot tub

- Parking & transportation

Parking

- free

- Airport shuttle

- Car rental onsite

- Local shuttle

Wellness

- Fitness center

- Spa



- Gym

Accessibility

- Accessible
- Accessible parking
- Accessible elevator

Business & events

- Meeting rooms

Pets

- No pets

Rooms

- Air conditioning
- Refrigerator
- Coffee maker in some rooms
- Minibar in some rooms

Bathrooms

- Private bathroom
- Shower

Sustainability



Energy efficiency

- Energy conservation program
- Energy from carbon-free sources
- Energy-efficient lighting
- Energy-saving thermostatic

Water conservation

- Water-efficient toilets and showers
- Towel and linen reuse program
- Waste reduction

Recycling program

- Food waste reduction program
- Donates excess food
- Sustainable sourcing

Responsible purchasing policy

- Organic food and beverages.

Front office department

Front office is the most visible segment of any hotel industry which is strategically at the entrance of the hotel building within the high traffic lobby area. It is the first department noticed by the guest. It is the department which is responsible for the sales of hotel rooms through systematic method of reservation followed by there



registration and assignment. It is attractively design and systematically and sufficiently equipped to perform the necessary formalities relating to arriving and departing guest. The front office in a hotel holds a prime importance and View of the business of a hotel i.e. to sell rooms. Revenue collected from the sales of room is very high. Since this is the only department which has got first and last point connect every guest with the hotel.

Room Rate

One of the challenges for a front office Manager is to establish room rate. Room rates must satisfy the following purposes

- It must be competitive with competition.
- It must contribute to the revenue of the property to keep business healthy.

Reservations

A request for accommodation on by a guest for any particular period is called reservation .It is a process of booking a room in advance for prospective guest for certain period of time when reservations is made at hotel.

Reservations is one of the important parts of front office department .It is also known as the hub center of the hotel. Guest of reservations may come from different mode such as letter, fax, telephone email etc

It is the most important part of the front office department. It keeps the record of all there reservations made by the guest or the travel agencies. The department



sometimes directly makes the link to the guest and informs the rate and the facilities the hotel offers to the guest.

Responsibilities of the department

- Making reservations to the hotel.
- Updating guest profile with the available information.
- Helping guest/agencies with information about hotel and its facilities
- Facing reservations confirmed amended and canceled to the required agencies or guest.
- Sending filled up reservations from the reception of next day arrival one day in advance with all correspondence.

Step involves in guest reservations

- Handling room request.
- Determining availability and rates.
- Confirming the reservation.
- Guaranteeing the reservations.
- Change of reservations.
- Cancellation.
- Groups reservations.
- Guidelines for services request.

Tasks performed

- Faxing reservations request form as confirmed amended or cancelled (stamps)



- Filling reservations request form and other related papers as per the date and month.
- filling up details in reservations form.

Front Desk

The personnel in front desk welcome and receipt the guest and assign them a room-after few registration formalities maintain room ability and provide information. This-section is responsible for the warm and friendly reception of the entire guest. Reception is the staff that has direct contact with guest.

Reception of Radisson hotel operates, 24hrs to provide highly professional and efficient service to the guest. Reception is only the department which gives the first-and last impression to the guest. The personnel should be very much careful while dealing with the guest because this is the first point to meet the guest.

Receptionist also manages the room key.

Duties and Responsibilities of this section

- preparing keys of the guest rooms.
- Handle registration for guest with reservations and walk in guest and-allocate appropriate rooms of them.
- To receive the guest promptly and assign the room.
- To issues VIP amenities voucher.
- To handle foreign guest and complete all their required government formalities.
- To calculate room availability and advice reservations.
- To send arrivals and departure notification slip to various departments.
- To open guest folio and check the guest registration card.



- To arrange transportation facilities for guest if required
- To prepare flash report.
- checking all the settlement by night auditor.

Concierge

The Concierge provides extra information on entertainment, sports, amusement, transport, tours, church service and baby sitting in the area. These people also obtain-the ticket and make reservations on restaurant. It is information moving desk. This-table is set up for special function, festivals . It does special duties for which it is setup.

Concierge seems to be active when there is check in and check out of the guest. The main job of the bell desk is to carry the luggage of the guest to the room in the check in and to bring the luggage to the front desk up to the vehicle during the check out.This section performs the job like checking, identifying and transferring storage of guest luggage for which a proper record of the guest luggage has to be maintained.Bell desk is a section where the guest luggage are tagged and taken to the guest room-after the guest is registered. The bell boy handles the guest luggage. It helps the guest receive newspaper in the guest room maintaining errand card and delivery mails and packages to the guest rooms.

Responsibilities

- carrying guest's luggage during arrival and departure.
- storing guest's luggage in the luggage storage room.
- Distribution newspaper to executive offices, club floors and different outlet.



- Providing stamps (postal) to the guests as per their need.
- Helping guests with providing stamps (postal) to the guests as per their need.
- Helping guests with required information.

Task performed

- Tying baggage tags to the guest's luggage along with details.
- Helped carrying luggage during guest's arrival and departure.

Telephone Operator

This is the separate section under front office department located at the back side-connected to the front desk which is not seen by the guest.

This section is responsible for all the internal and external telephone calls. Three number of switch board are placed here in order to handle the call effectively. This section handles all incoming and out-going calls and maintains a record of international calls for billing purpose.

Duties and responsibilities of this section

- Handling all the incoming national, international, and in-house calls.
- Receiving and forwarding the calls.
- Handle the guest message.
- Making Fake up calls for the guest if informed.
- Make the bill of the all outgoing calls by the guest and staffs.
- Maintain the telephone directory which is having all the necessary numbers of travel agents hotels hospitals etc



Business center

This unit will assist a customer to organize meeting or to have a temporary office during his stay at the hotel. The main focus is to business people. The facilities may include a secretary and other facilities like photocopy, fax machine, overhead projector, internet connection, computer, library etc.

Responsibilities of department

- Availing internet access to the guests.
- Availing fax, photocopy and print out facilities to the guests
- Making telephone calls for the guest as per the request.
- Helping guest with different National & International newspapers.

Task performed

- Helped the guests to get internet access.
- Preparing states summary report.
- Helping the guests with newspaper, photocopies and printouts.
- Making telephone calls for the guests.
- Booking of meeting room with in the business center for an hours, half day or the whole day.

Analysis of the front office Department.

Positive analysis



- Intern students are equally provided opportunity to learn in every sections of front office department. Both Back house and front house duties.
- Treated as a coming global hospitality leader and respected as sir/Madam and works hand to hand which made us very beneficial.

Negative analysis

- interns are provided with the tasks that are more risky in nature. E.g they are left alone to type the name of arriving and departing guest so that to merge in the welcoming and departure letter respectively so it may create the great problem if the name or room number goes wrong.

Housekeeping Department

Housekeeping department possess the nerve ending tough most vital job ever to perform in the hotel industry. From the floor to the ceiling, from the spring of the bed to the hook of curtains, all the entire job of the housekeeping performed by the staff.

The term Housekeeping refers to keeping the house cleans comfortable and safe. It is regarded as the backbone of all the lodging industry. Housekeeping is considered the key supporting department that helps in earning major revenue in hotel. Out of total venue earned by the hotel. 50%and more is generated from room alone. It also ensures that the content and amenities of guest room are maintained at high standard to meet the guest satisfaction.



Usually executive housekeeper allocates, supervisor and monitor daily and periodic cleaning, maintaining and redecoration. They are also responsible for up-keep of the entire area of the hotel except kitchen, bar, food and beverage, store and pantries.

To manage housekeeping department following should be considered.

- Recruit skilled and semi-skilled manpower.
- Design and décor of guest room, bathroom, floor pantries.
- Design and layout of section of housekeeping.
- Selection of proper furnishing.
- Hire temporary staff for managing peak season.
- plan and organize the work efficiently.

Housekeeping Responsible Area

Uniform and linen Room

- The current linen and uniform are stored or stocked for issuing and servicing.
- There are adequate shelves to store the linen and uniform.
- The room should be free from humidity and heat.
- The uniform and linen of every staffs are stored properly with hanging facilities.

Lost and found

- This section has a small space away from thoroughfare.



- This section is very secure, cool and dry cubboards to store all guests articles that are lost may be claimed later.

Linen and uniform store

- This is the store for stocks of new linen and uniform.
- The store stocks maintain should enough to replenish the whole hotel once over.

Control Desk

- The main communication Centre of the department.
- The nerve Centre of the department which co-ordinates with the front office, room service, engineering etc
- The room is contained of large notice board including of schedules of day to day.

Laundry

- All the guests and staffs uniform and linen are washed, dried and ironed.
- The restaurant linens such as table cloth, napkins, mat, etc are also washed.
- Different chemical are used for different types of stain.
- Even the wiping clothes are provided by laundry.

Introduction to the Room

Room is a place which is sold to the guests either for day purpose or night purpose where guests find complete privacy, security as well as comfort. Each hotel has variety of rooms to satisfy the need of customer.



Room is any distinguishable space within a structure. Usually a room is separated from other spaces or passageways by interior walls; More ever it is separated from outdoor areas by an exterior wall, sometimes with a door.

Likewise country inn suits by Radisson shona Road also has variety of room to satisfy the Gurgaon.

The hotel has a total 51 guest rooms.

Deluxe Room

- Sofa cub bed
- Parquet floor
- Extra blanket and pillow is provided.
- Extra third care need to be provided.
- Anticipate them as per their need.

Those room included a stylish bathroom, comfortable sofa, flat screen televisions, mini bar, beautiful parquet and all the amenities of a superior room.

Deluxe suits room

These suits have a contemporary design and feature high ceilings large windows and a separate sitting area attached to the master bedrooms. Room amenities include an entire bathroom, separate toilet and two televisions . Mirrors and



paintings hanging on the wall provided a blend of modern and traditional Indian culture.

Superior room

Room are tastefully furnished and provide stunning views of the surrounding mountains. Those rooms' features comfortable beds, bedside tables, drop down lights, televisions, mini bar, work desk with chair and large windows that provided plenty of natural lights. Stunning bathroom is attached to all rooms. Some superior rooms are designed with parquet floors while others are beautifully carpeted.

Duties and Responsibilities of Housekeeping personal

Executive Housekeeper:

The executive Housekeeper reports to the general manager or the room's division manager. He/she is responsible and accountable for the total cleanliness and aesthetic upkeep of the hotel. He/she supervise all housekeeping employees has the authority to hire or discharge subordinates plans and assigns work assignments informs new employees of property regulation inspects completed assignments and requisition supplies.

The good housekeeper must possess a high degree of tact as well as organize ability. This is a management position that commands respects from all the members of the hotels. The duties and responsibilities of executive housekeeper are as follows:



- Organize super and coordinate the work of housekeeping personnel on a day-to-basis.
- ensure excellence in housekeeping sanitation, safety, comfort and aesthetics for the hotel guests.
- Draw up duty rosters and superior the discipline and conduct of his /her staff.
- Counsel employees on various duties and work-related issues.
- Motivate his/her staff and keep their morale high.
- Search constantly for the new technique and products.
- Organize maintenance and repair of guest rooms.
- Deal with lost and found articles.
- ensure the provision of proper uniforms for the hotel staff.
- ensure the observance of hygiene and safety precautions.
- Evaluate employees in order to upgrade them when opening arise.
- Organize and supervise on the job and off-the-job training of staff.
- Coordinate with maintenance department.
- Be responsible for the redecoration and refurbishing of rooms lobbies and so on.
- Provide a budget to the management and undertake budget control and forecasting.
- Hold meetings of the housekeeping staff.
- prepares policies concerning housekeeping.
- Training of new recruitment.



Floor supervisor

The floor supervisor reports to the assistant and executive housekeeper. Floor supervisor have final responsibility for the condition of guest rooms. Each floor supervisor is assigned three or more floors. He/ she give the room attendant their room assignments and the floor master keys which are turned at the end of the day. He/she checks supervise and approved the attendance work and makes periodical inspection of the physical condition of all room on the floor.

The floor supervisor duties and responsibilities of floor supervisor are stated as below:-

Supervise the handover of soiled linen to the laundry and the requisitioning of fresh ones from housekeeping.

Ensure supply of equipment and maintenance and cleaning supplies to floors and public areas.

- Issue floor keys to room attendants.
- Supervise spring cleaning.
- Report on maintenance work on his/her floor.
- Coordinate with room service for clearance.



- Maintain par stock for the respective floors.
- To execute the pest control schedules on the assigned floors.
- Check on scanty baggage.
- Report on standard of individual staff performance.
- To meet with minor complaints and request made by the guest and staff.
- To maintain floor registers files and daily requisition.
- prepares occupancy reports.

Report all lost and found items and ensured that the prescribed procedures are followed.

Immediately report any safety or security hazard to the security department to the management.

Linen room supervisor

The position of linen room supervisor is also called linen room charge or head linen keeper. He/she has the overall responsibility for sorting, marking, collecting, packing, delivery, stocking, sorting and inventory of linen of entire departments and



sections of the hotel. Under the guidelines and instruction of executive Housekeeper he/she has to operate this section by maintaining a close coordination with the tailor seamstress and attendants. He/she must have the knowledge of laundry works e.g. dry cleaning, washing, starching stain treatment and ironing of linen and their upkeep..

The duties and responsibilities of linen room supervisor are stated as below:-

- Be responsible for the entire hotel's linen and issue linen as per procedure.
- Send dirty linen to the laundry after checking them piece by piece.
- Check laundered linen before giving it for ironing.
- Put away linen neatly once it has been washed, ironed and mended.
- Maintain a register of linen movement and check the linen regularly
- Look after the ironing and laundering of guest's clothes and the uniforms of the hotel staff.
- Supervise the work of linen attendants and tailors.
- Make suggestions relating to replacement purchases.
- Lead train and motivate the team to provide service as per the standards.
- Maintain discipline and conduct performance appraisals of the personnel under his/her control.
- Execute the pest control schedules for the linen room.
- Coordinate the annual audit of the linen room.
- Coordinate with engineering on matters of maintenance and safety in the linen room.



- Put restrictions on the misuse of linen by employee by inspecting their lockers or finding them for misuse.
- Ensure that employee must not wipe spillages with white linen. They should use dusters specifically providing for the purposed

Room Maid/Room Boy

The room maids work is of great importance because it contributes in a big way to the comfort of guests and hence their impression of the hotel. Their day consists of servicing each room to the required standard of the hotel and this includes making beds coping with linen supplies and general cleaning. Generally hotels employ one room maid per 12-15 rooms. Room maids report to the floor supervisor. And in small hotel, they may report to the assistant housekeeper directly.

The duties and responsibilities of room maids/room boy stated as below:-

- Room attendant is expected to clean and tidy rooms as per the sanitary regulations assigned.
- Check for lost and found in departure rooms and report to the floor supervisor
- Contact room service ice to remove used trays.
- Notes the VIP rooms in his/her allotted rooms.
- stock the maids cart with linen and supplies to service the allotted rooms.
- Clean guest bedrooms, bathrooms hotel standards and replenish supplies as per the room checklist.



- Count and handover soiled linen to the floor supervisor.
- Maintain a polite, dignified and helpful attitude towards guest and respect their privacy.
- Check physically the occupancy of rooms for the floor supervisor occupancy report.
- Turn-down beds in the evening service.
- Dispose garbage in prescribed areas.
- Return master keys to the floor supervisor upon completion of the shift.
- Check all safety systems on a floor and reports any defects.
- Coordinate with security personnel on security matters on the floor.
- To deny access of guest rooms to unauthorized hotel personnel and guests.

Housemen:

The houseman has two roles to support the room attendants with heavy work and to be the primary cleaner of public areas. In either case his/her jobs involved heavy physical work such as vacuuming carpets and corridors ,cleaning large window panes, carrying heavy furniture, garbage clearance, floor scrubbing etc.

The duties and responsibilities of houseman are stated as below:-

- Houseman is expected to clean carpets.
- shifts beds, chairs and other heavy furniture.
- Assist in stocking the maids cart with linen and supplies to service all allotted rooms.



- Assist in counting soiled linen in the floor pantry and transporting them to the laundry.
- Maintain a polite, dignified and helpful attitude towards guests and respect their privacy.
- Dispose garbage in prescribed areas and segregating the recycled items.
- Clean the swimming pool deck areas.
- Clean garden paths and such outdoor surfaces.
- Polish all brassware.
- Take down and re-hang curtains as needed.
- Clean fire-fighting equipment.
- Take on heavy cleaning of areas such as stairs and terraces.
- Wash walls, ceilings and other hard-to reach areas.
- Beat carpets and replace them.
- Hand over lost found articles to the floor supervisor.

Room supplies

Contents and supply of a room depend upon types of guest such as business people or general types of hotel such as motel, hotel, and resorts. The facility and quality of the rooms is based upon the class of hotel.

The below given are Radisson Hotel's basic supplies in normal guest room but the supplies may vary in high standard rooms for VIP's



In the Room

Each bed contains

- Bed Box
- Bed skirting
- Mattress
- Mattress protector
- sheets
- Duvet
- Pillow
- Pillow cover
- Cushion
- Bed Runner
- 1bed with mattress
- 1 bed pad/mattress protector
- A bed sheets (bed sheet and Night spread)
- 1 blanket
- 4 pillow and pillow case
- 1 bed spread

Bed side table

- Telephone
- Remote
- notepad with pen
- lamp



Writing Table

- placed in compendium (, 2 large envelop, 2 post card, 2 small envelope, 2 large wiring paper, room service) envelop, letter head and 3 email
- 1 notepad with pen
- 1ashtray
- 1matchbox
- Chair
- Dressing mirror with bulb
- Dust bin and bin liner
- Service directory
- International dialing
- Clock

Inside Cupboard:

- 1iron
- 1iron board
- 6 hangers 3 with hook and 3 without the hook and one coat hanger
- laundry bag with laundry list in folder collect my laundry card
- Extra pillow with cover in plastic bag
- Shoe shine
- Shoe mitt
- 2 slippers
- Safe deposit lockers



Table By launch chair/ sofa

- 1 ashtray with match box
- Fruit basket
- Magazine/Newspaper

Dresser or above the minibar

- Clean glass
- 2 clean cup/mug
- 2 clean spoon
- 2 mineral water with complimentary neck tag
- 1 coffee maker
- 3 coffee sachets
- 3 tea bags normal and green tea
- 3 milk sachets
- 3 normal sugar sachets and brown sugar
- 2 equal sachets
- 1 packet lay
- 1packet peanut
- 1packet cashew nuts
- Cold drinks: pepsi and alcoholic can as well as small bottles

Entrance Door

- Do not disturb card



- Make room card

- clean my room

Wall

- Pictures

- Wall hanging lights

- Niche light

- Long mirror

- Air condition

- Sprinkle call

Bathroom linen and supplies

- 3 hand towels

- 3 bath towels

- 2 wash cloth

- 1 bath mat

- 1 bath soap

- 1 hand soap

- 1 shampoo

- 1 moisturizing lotion

- 1 bath gel

- 1 sanitary bag

- 1 sewing kit

- 1 shower cap

- 1 ashtray with matchboxes



- 2 rolls of toilet paper
- 1 packet of tissue paper
- 2 glass with cover on coaster
- 1 waste basket.

Cleaning method

- Mopping
- Washing
- Vacuuming
- Dusting
- Shampooing
- Polishing
- Weeping

Analysis of the housekeeping Department

Positive analysis

- Honest staff
- Hard working environment.
- Cooperation between the different sections within the department.
- The staffs were allocated to different section as per month basis so this prevent from arising a conflict between staffs.
- The staffs were very generous and supportive to the trainees due to which get I chance to learn new things



Negative analysis

- lack of enough staffs
- Discriminating behavior done by room attendant.
- Inefficient in communication.
- The power of union reduces the respect towards superiors.
- Sometimes the conflict arises between the houseman and room maids due to lack of fresh linens.
- There was variations of the rules and regulations among the staffs of the department
- Disputes between inner staffs.

Food and Beverage Service Department

The F&B service department is one of the most important profit oriented department in any hotel industry which plays a dominant role in revenue production by providing varieties of prepare F&B in the hospitality manner to the house and outhouse guest

.The F&B service department of a hotel is the most labor intensive department The F&B service should coordinate, complicate and cooperate with other different



department like Hk department, F/O department, Security, Accounts, Hk department, maintenance department etc

.The food and beverage service is now being popular and is also referred to as the hospitality catering industry

The word service has its own meaning

S- Smile for everyone

E- Excellent in everything

R- Reaching out to every guest

V- Viewing everything

I- Inviting guest to return again

C- Creating a warm atmosphere

E- Eye contact

Outlet of food & Beverage service in this hotel

24-hour restaurant

The Country Inn & Suites, Gurgaon Sohna Road offers a variety of on-site dining options for you to enjoy during your stay. Mosaic, the hotel's 24-hour restaurant, serves a complimentary breakfast to help you start the day, as well as flavorful cuisine for lunch and dinner. For a quick snack or a cocktail with friends or business associates, stop by Big Shot Bar. If you prefer, you can enjoy a meal in the comfort of your room with room service, available 24 hours a day.



The café

The café is the main restaurant for all. It is located to the main building lobby and reception overlooking waterfall garden. Its service an existing selection of assorted flavors from around the world. It has a multi-cuisine service given to any guests of the hotels and the outsiders too.

The cafe has buffet displays ranging from vegetarian to non-vegetarian guests. It serves buffet breakfast, lunch as well as dinner. Buffet breakfast is served only to the in-house guest. It also served the A la carte menu. It has the two sections as the smoking and non-smoking zone but now the outlet is not divided for the reason. TFC is the non-smoking zone and outside the resturent called the waterfall garden is the smoking zone.

Mosaic

Open 24 hours, Mosaic serves flavorful multi-cuisine dishes. Each morning, the restaurant serves a complimentary breakfast as well opening hours 24h /daily, 7 am to 10 breakfast daily.

Big Shot Bar

For expertly mixed drinks and light snacks at our Gurgaon hotel, head over to Big Shot Bar. Here, guest can enjoy an assortment of soups, appetizers, snacks, and beverages.

Opening hours

Noon–midnight | Daily



In Room Dining (IRD)

For the convenience of the guests there is ,24 hour in-room dining is available .It offers a variety of delicate with warm personalized service .Can make a call from their room and order for food and beverage and the room service staffs carry their food and beverage to the guest rooms. The IRD is responsible for setting fruits and cookies basket for the floor boy in the Hk department who is responsible to provide as per in the guest room.

Analysis of the Food & Beverage service

Positive analysis

- We were provided with various chances to explore ourselves which we weren't got at some moments.
- The trainees are not only to do job back of the restaurant but also are given chance to face the guest, which helped us to increase our confidence in front of the mass.
- Found mutual coordination with other departments.
- The captains and supervisor are very much helpful and cooperative. They are excellent in their duties and responsibilities



Negative analysis

- The staff does what they have been doing all those past years. Due to which the development of service was lacking behind. No new techniques were implemented since the staffs were very much senior and highly experienced there was a problem for the executive who were young to make them work in different way.

•As the staffs were working for many years in same organization, there wasn't a chance for new and highly educated employees.

•As the trainees and the new comers were given chance to perform inside the restaurant ,the permanent staffs used to totally rely in the.

Food and Beverage Production Department

Food production department is responsible for the actual preparation of food items and F&B service department systematically serves food from the kitchen to the customer's table as per their choice or order.

Food production in catering term simply refers to the food preparation and control. The kitchen is a place where food is prepared. In a hotel or in restaurant a special room is used for food preparation and is known as kitchen. In outside catering it is a place assigned for food preparation like in trekking, rafting and etc. The word "kitchen" comes from French word "cuisine" which means art of cooking or food preparation in the kitchen. In modern hotel management cuisine refers to the art of cooking and style of service . Kitchen is the central point of all the hotel and restaurant where food is prepared. It is also known as the heart of hotel .

The main purpose of kitchen is to produce right quantity and quality of food at the best standard for required number of client /guest.

Job position and Responsibilities of the Kitchen staff

Chef de cuisine (Executive Chef)



He/she is a person of authority and responsible for the food production areas and for the welfare of the department. He/she is also known as commander of the kitchen departments he is the key man of the food production management. The exact description of his/her job will vary according to the size and type of establishment. In small operation the term Head Chef may be used to describe his/her involvement in administrative work and active culinary duties carried out by the head chef.

His/her staff must feel the weight of his authority and follow the strict discipline. In general his/ her job includes

- Administrator in-charge of the kitchen.
- Plans the kitchen elegantly and economically.
- Organizing department training program to maintain the highest professional standard.
- Recruits the kitchen staff in coordination with management.
- Sees the welfare of the kitchen staff .
- Supervise and trains his staff .
- Plan the menus and coordinates in fixing their prices.
- Control the quality ,quantity and the cost of the food.
- Checks spoilage and wastage.
- lays down the standards and specification on ingredients.
- Takes responsibilities for criticism and correction.
- Indemnifies (protect or compensate against penalties) his staff .
- Co-ordinates with others department of the hotel.



- Informs the staff of the management policies.
- Development standard recipes.
- Food and beverage meeting.

Executive sous Chef

- Represents the executive chef in his absence.
- Makes the duty roster of the kitchen staff.
- Responsible for proper staff rotation and record of absenteeism.
- Acts as a liaison between executive chef and the kitchen staff
- Ensures smooth flow of dishes from the kitchen.
- Reports to the executive chef.

Sous chef 2nd & 3rd

Literally meaning of 'sous' in French language is 'Under' or second. So, sous chef is the second in command or deputized or the executive chef. He is responsible for the physical aspect of the kitchen operations including supervise of the kitchen staffs. In large catering establishments a number of sous chef are employed, each having clearly defined areas of authority such as banquet production, specialty restaurant, fine dining restaurant. In general sous chefs are responsible for the daily supervision of kitchen and kitchen operation. His or her duties include:-



- Represents the executive sous in his absence.
- Supervise the work of the kitchen.
- Ensures proper presentation and specifications of the dishes.
- Responsible for the physical aspects of the kitchen.
- Does the requisition for direct purchase items.
- Keep records of leave transfer of kitchen staffs.
- prepare duty roster and circulate to different sections.
- Involved in planning and conducting training programs for his employees

Chef de parties

Parties in French means “part” or a section .kitchen department is divided into sections and a chef de parties is assigned to each section. Each chef de parties is specialized in their profession, and they are backbone of the kitchen department. They are in charge and responsible to the respective sections. They manage their sections independently and delegate the work to demi-chef de parties and commis under their supervision. The parties system or divisions of labor under the specialized job was developed by Mr. Escoffier, which still in practice. His/her duties include:-

- Reports to the executive chef and sous chef.
- Responsible for food production and waste in his area.
- Trains and supervise personnel in his section.
- Assures conformance of all food production to the standard.
- Controls usage, eliminates wastage with a view to minimize food cost.
- Maintains a high standard of cleanliness in his section.



- Co-ordinates with the other section of the kitchen and all kitchen personnel.

Commis de cuisine (1st, 2nd, 3rd)

The chef de parties are assisted by commis and assistants. They follow instructions from their chef de parties and help them in preparing and cooking dishes. The number of commis may vary with the volume of work. The first commis are usually capable of taking out the responsibility of chef de parties in their absences. They have the knowledge of main dishes and their names in various languages. They have the ability to use kitchen equipment and good knowledge of hygiene. Second commis and third commis are young cooks.

His/her duties states as follows:-

Responsible to all the chefs in the kitchen.

- Responsible for the actual preparations of all food items, their accompaniments etc.
- Prepares the mise-en-place (pre-preparation) of his section
- Keeps his work area neat and orderly at all times.
- Advise his supervisor on items in short supply and picks up the indented items from the stores.
- Transferable to any section without advanced notice, where manpower shortage
- Exists
- Accountable for the proper care and handling of all items entrusted to him ingredients, equipment etc.



- Coordinates with all kitchen personnel.
- 1st commis to train and supervise, 2nd and 3rd commis whenever required
- 1st commis may represent a chef de parties on his off days with prior permission.

Apprentice (I apprenti):

These are the trainees learning the trade. They are assigned to the different departments under a controlled training scheme. They learn preparation, cooking and serviceing the food.

The various kitchen at this Hotel

.Main kitchen

Main kitchen is responsible for mainly room service and TFC. It contains Chinese, Continental, Indian and pantry sections. Each section is headed by a chef. They have a very little time to perform their job given to them. The main kitchen has the highest level of work performance level. Main kitchen is headed by the executive chef then there is the supervisor and there by the other chefs. There are four sections under the main kitchen and they are as follows:-



•Pantry section

It supplies fresh seasonal fruits, peanuts, wafers for the room service and snacks respectively. It also supplies items like milk, cheeses, butter etc. to other kitchen.. All the food items in which application of heat is not used are made here such as

salads, sandwich etc. so it is also called cold section. Here application of heat is not used so the risk of food hazard is minimum.

•Chinese section

Chinese section prepares Chinese food item for buffet, lunch, dinner and A la carte such as chicken chili, shredded tenderloin, lamb and chicken, different kinds of noodles, tom yam kie soup etc. It also responsible for Thai and Indonesian food items which is available in TFC and room service menu.

•Continental Section

This section is responsible for preparing continental food items such as grilled items, breast, stewed and poached food. Equipment used in this section:-

- Open fire ranges
- Bain Marie
- Microwave oven
- Salamander
- Infrared Heater

•Indian section

In This section is responsible for preparing Indian dish as per the kOT (kitchen order tickets) Indian section contains following main equipment:-

- Ranger
- Tandoor
- Masala Grinder
- Hopping Board and Knife with working table.



•Banquet kitchen

Banquet kitchen is also very important part of food production department. This kitchen deals with the bulk production. Here the food is prepared for the banquet function and ODC (Out Door Kitchen). Banquet kitchen prepares food for the banquet parties. It is located near banquet halls so that the food can be transported easily and safely. As there are big parties or ceremonies held in the banquet kitchen prepares food items the bulk quantity from snacks, salads, and main courses.

In Radisson Hotel, there is one cold section for preparing salads sand the other hot section for preparing snacks and main course of the function. The banquet kitchen plays a vital role in generating revenue through the sales of food in a bulk quantity.

•Garde manger section

The Garde Manger is the chef in charge of cold food, like chilled soups, fruit, salads, pates, caviars, and some cold desserts. Responsibilities could also include smoked meats and cheeses, if the restaurant doesn't have a dedicated Charcuterie.

Tools and equipment use in Garde manger

- Individual molds,
- pastry bags,
- garnishing set that includes a variety of



- offset spatulas,
- an egg wedger and slicer,
- large cutters
- Garnishing knife.

Because the garde manger brigade will prepare a wide variety of foods, it is important that the garde manger work station be kept clean and well organized at all

•Butchery s

The butchery department is located at the basement of the main building .Butchery also functions under the main kitchen, but it also prepares mise-en- place for all kitchens The butchery is responsible for cutting different types of meat and fish for different types of food items. The butchery prepares meat and fish as well as preparing burger mise en place and prepares various packets of processed meat in different plastics weighting 1kg, 2kg and 5kg so that it can be used for immediate purposes

•Commissary

The commissary department is located side by side to the butchery department. The commissary department is mainly working for the main kitchen and staff cafeteria. Details checking of the raw Vegetable receiving are done at the receiving area with respect to its quality quantity and order requisition. Then the raw vegetables are stored in the cold room at 5 degree centigrade temperature. It daily



prepares mise-en-place for main kitchen, coffee shop, kitchen and banquet kitchen and so on.

- Cutting of potatoes French fries potato layonnaise etc
- Preparing julienne for Chinese food items.
- Required processing of seasonal fruit items like orange, watermelon, sweet lime etc.
- Mise-en-place for the staff cafeteria.
- Washing the raw vegetables and store in chiller.

•Bakery kitchen

Bakery kitchen is located on the new wing. This kitchen is responsible for preparing of all kinds of baking items such as breads, sponges, cookies, sweet items, dessert, pastries etc. for all food and beverage outlets. The bakery also prepares cake items as per the outsiders and birthday cake for staff.

Equipment used in the bakery:-

- Bread rolling Machine
- Dough Mixture
- Divider
- Cooking chamber
- Hot range
- Proving chamber
- Falk in chiller etc.



Analysis of the Food Production Department

Positive analysis

- Found Reshuffle system in proper manner.
- Some of the staffs were always there in state of giving us some knowledge and also sometimes give us chances to prepare food.
- We were given chance to experience possible sections.

Negative analysis

- Standard recipes are not followed. Each staffs prepares the same item indifferent way.
- The kitchen store was in different floor which made it difficult to fetch the kitchen items.
- pick up of food is sometimes too late
- A fact should be considered that we people are there to learn to build our career on the related field so some opportunity to learn should be provide rather than limiting us on mise-en-place and store carrying.

Conclusion



The internship exposure makes me realize that the theoretical education is not enough to allow graduates to perform at a higher level. In the real floor, analytical skills are not enough. Students must have both theoretical as well as practical knowledge. By effectively using internships students will increase their skills and make them valuable in the job market. Their employers will benefit as well, and they can increase the efficiency of their businesses.

I came to believe that a successful person needs to have professional, strong and good public speaking skill since their job scope includes them with large amount of communication imperative to verbal and written communication. person also needs to possess creative skill and reinventing himself in order to survive in the dynamic environment. We also need to have a good people skill, which we should be able to communicate as well as interact with other working professional including pals and clients of the hotel.

The internship I have just went through have made up my mind that hospitality industry is my cup of tea and the passion that I instill since secondary school really reinforce me to involve in this industry. It will definitely pursuing my career in hotel. I believed that one day i will achieved personal goal.



Brands Under Radisson Hotel

Radisson



RADISSON
Individuals.



park inn
by Radisson

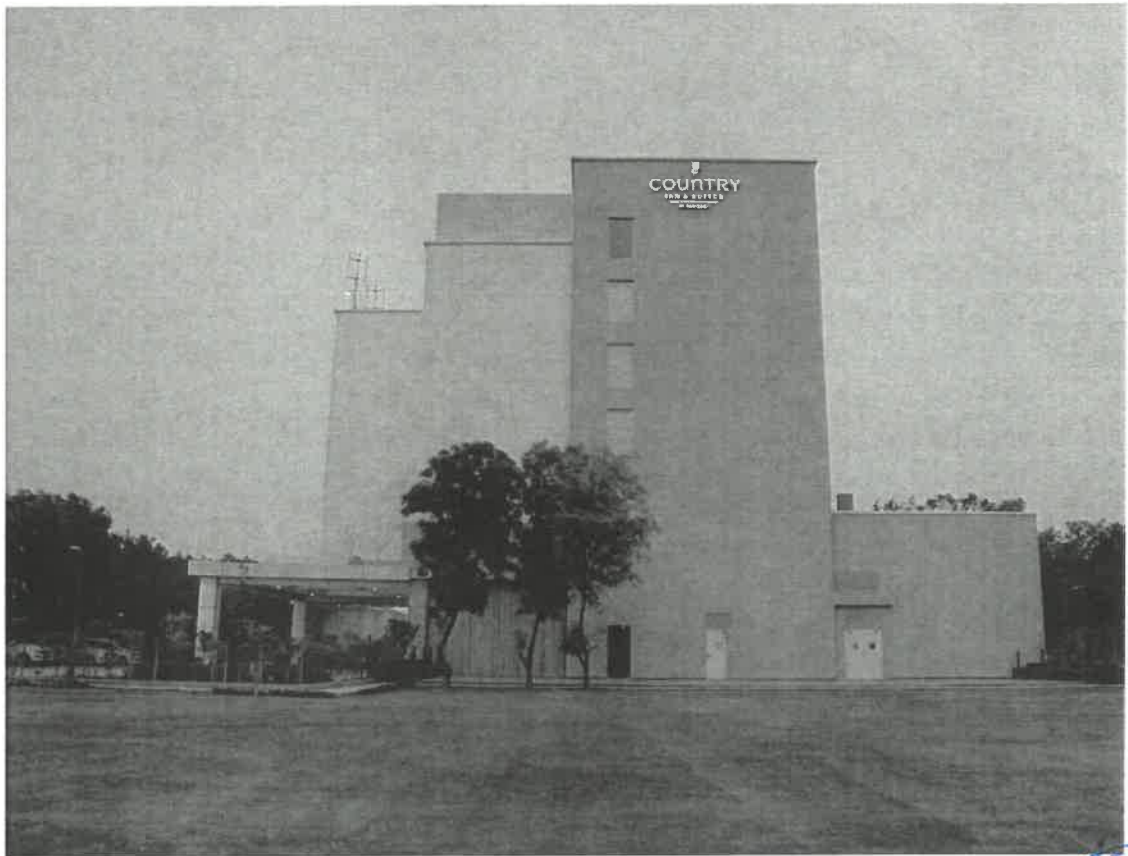
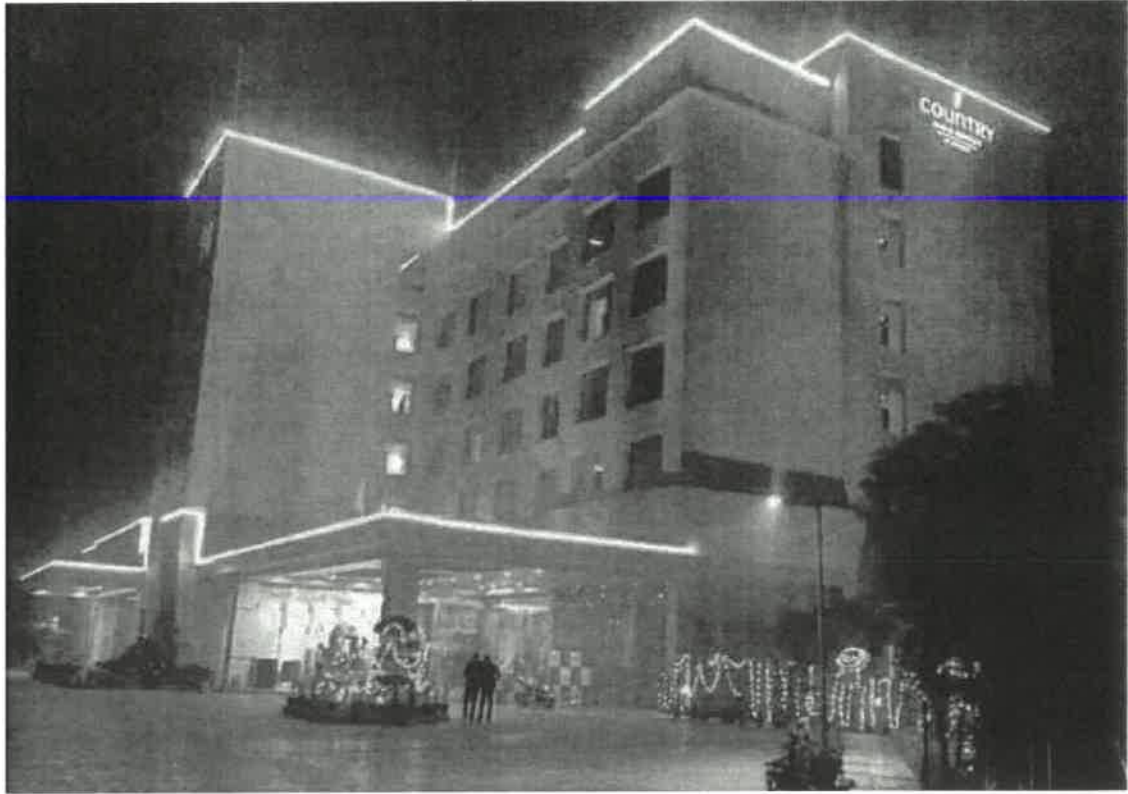


RADISSON
REWARDS

RADISSON
MEETINGS



Annexures of the Country Inn and Suits By Radisson Hotel.



Front office



Housekeeping

Rooms







Meeting Room





Banquet Hall





Big shot Bar





Restaurant

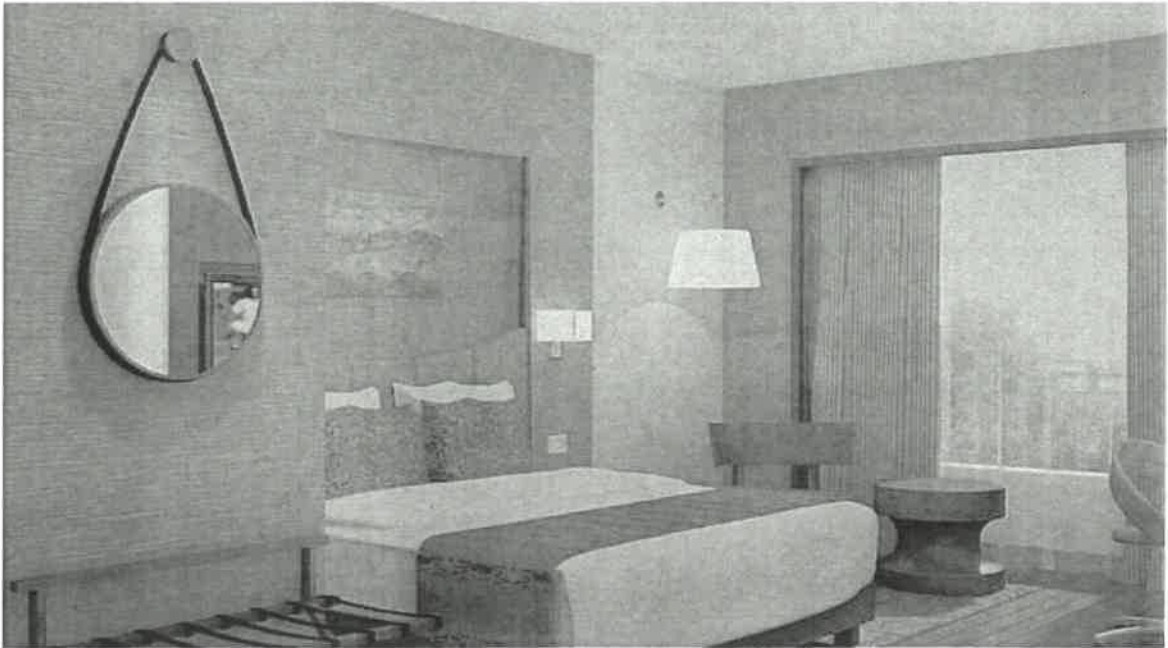




Mosaic

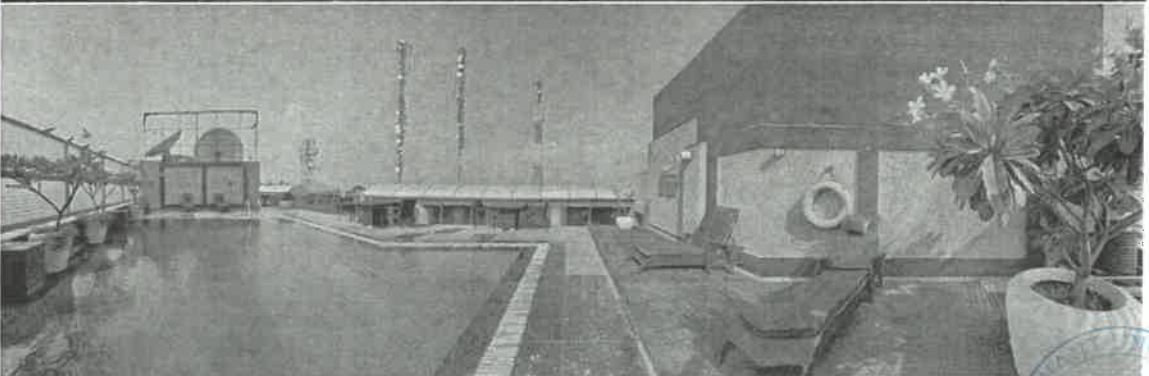


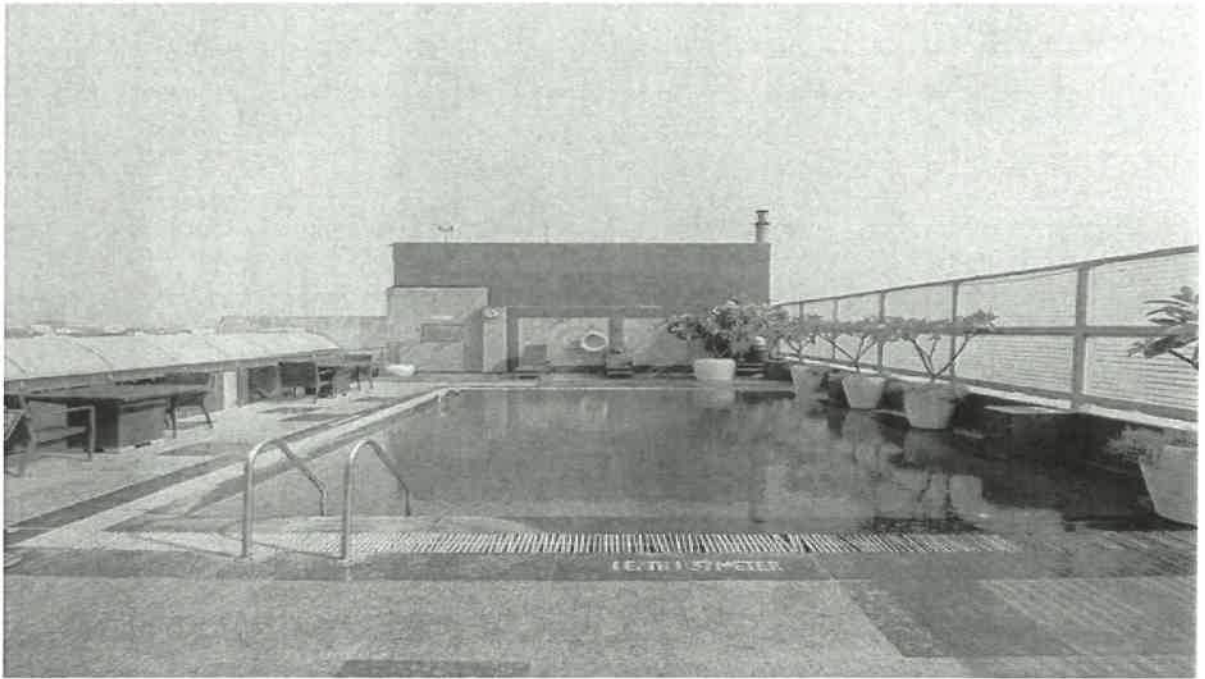
Room Service



Swimming

pool





Sitting area





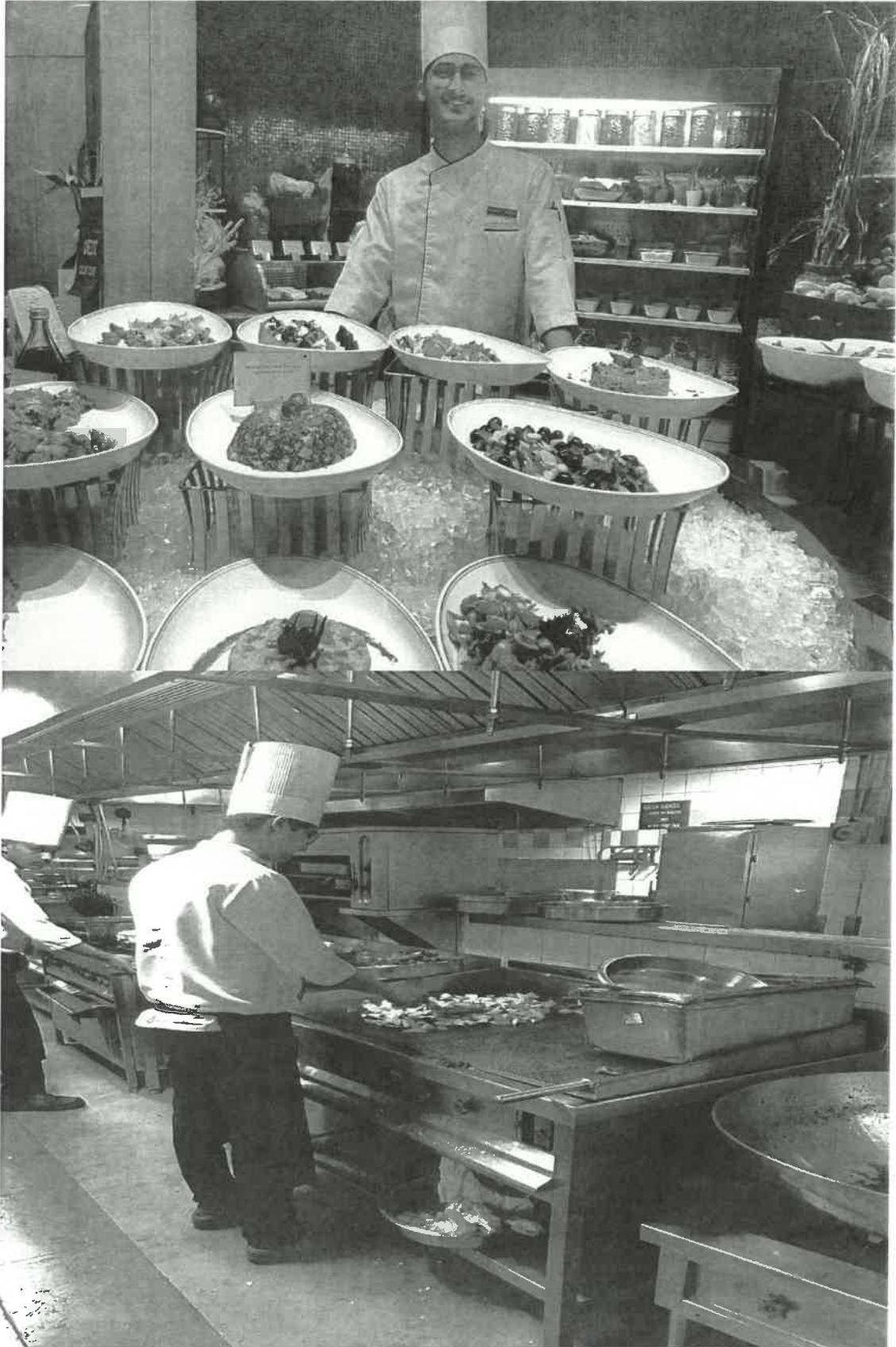
Gym

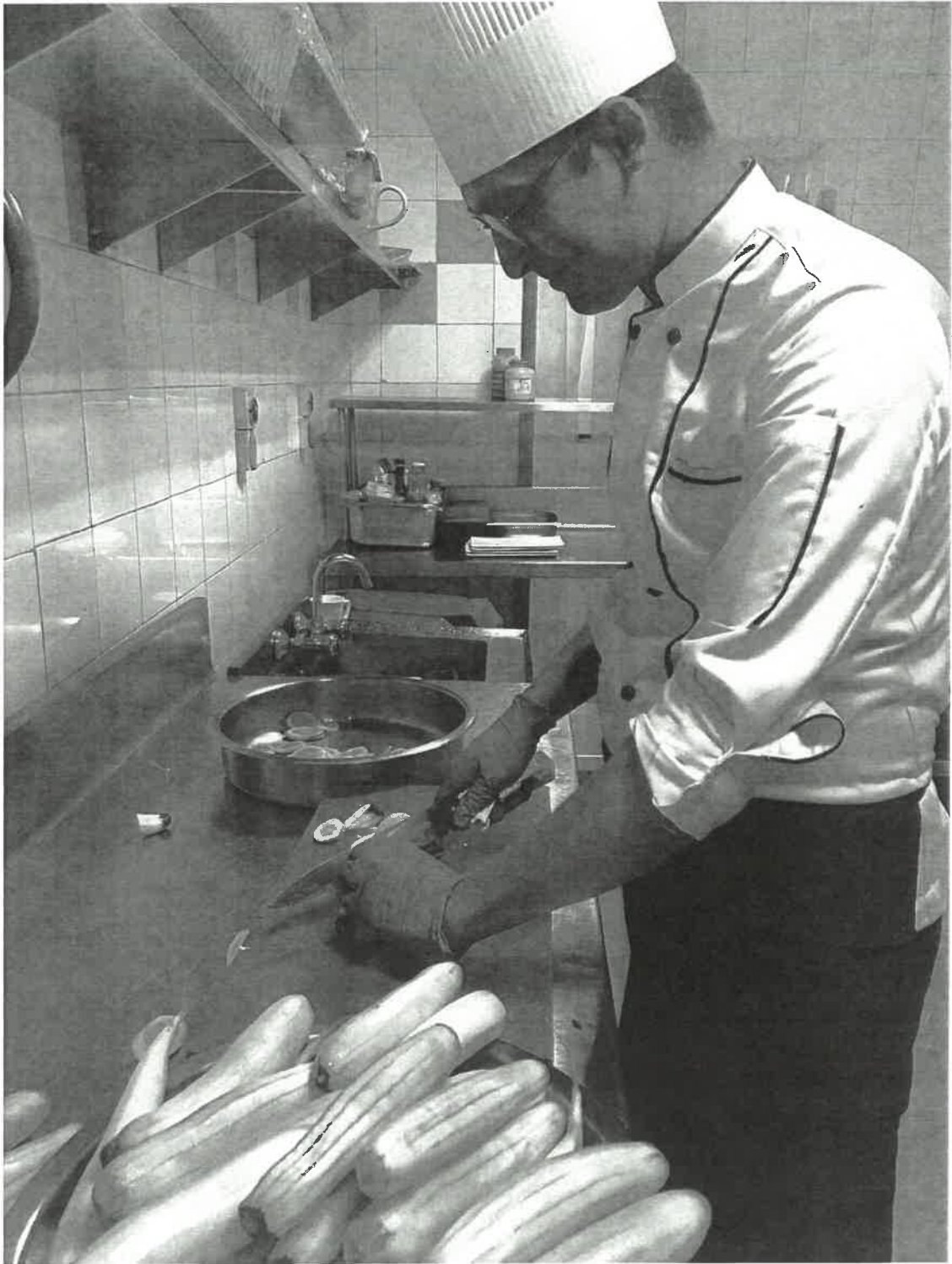


bathroom



Some of the Pictures of working in the kitchen





DATE: - 04TH JULY, 2022

MR. RAJENDRA SAPKOTA,

LETTER OF APPRECIATION

DEAR MR. SAPKOTA,

THE MANAGEMENT APPRECIATES AND ACKNOWLEDGE YOUR HARD WORK AND SINCERITY WHICH YOU HAVE SHOWN TO HELP OUR GUEST.

WE HOPE THAT THE SAME WOULD BE MAINTAINED AND YOU SHALL PROVE ABOVE EXPECTATIONS IN FUTURE ALSO.

WE ARE SURE THAT YOUR CONTINUOUS HARD WORK AND DEDICATION TOWARDS THE ORGANIZATION SHALL FETCH MORE LAURELS.

BEST WISHES,

Country Inn & Suites Gurgaon-Sohna Road
(A Unit of Gurmon Hotels Private Limited)
10th Km Stone, Bhondsi, Gurgaon
Haryana-122102

F&B Production

