



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

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1.3.2 –

I have attached only one sample copy each of the latest academic year as mentioned in the SSR Manual for Internships of (S.Y. B.Sc. International hospitality management and M.Sc. International hospitality and tourism management) and dissertation (T.Y. B.Sc. International hospitality management) reports.

The hard copies of the reports of all students are present at the institute the same can be furnished if required.

Prof. Irfan Mirza
Director/Principal





V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

Certificate of completion

This certificate is awarded to

Mr./ Ms. ASHER COLLIN ALEX DIAS student of S.Y. M.Sc. for the successful completion of his/her industrial training of 8 weeks at PLANET HOLLYWOOD BEACH RESORT, UTORDA, GOA as one of the partial requirements for the award of M.Sc. degree in International Hospitality Management

Student

Training Coordinator

Director/ Principal

Date:

25/04/23

Examiner's Signature:

DECLARATION

This is to certify that this report which is submitted by me in partial fulfillment of the requirement for the award of B.Sc. degree in International Hospitality Management at V.M. Salgaocar Institute of International Hospitality Education Manora-Raia, Goa comprises only my original work and due acknowledgement has been made in the text to all other material used.

Date: 25/4/23

Name of the Student: ASHER COLLIN ALEX DIAS

Signature: 



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Report on internship done at

PLANET HOLLYWOOD BEACH RESORT, UTORDA, GOA.



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Report on internship done at
PLANET HOLLYWOOD BEACH RESORT, UTORDA, GOA.

By: **ASHER COLLIN ALEX DIAS**

Date: 25/04/2023



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Date:

Name of the Student: ASHER COLLIN ALEX DIAS

Signature:

Acknowledgement

I would like to take this opportunity to acknowledge our honorable Human Resources Manager, Mrs. Mary Gomes, for giving me the opportunity to do my training at one of the most prestigious resorts in Goa i.e., **Planet Hollywood Beach Resort, Utorda, Goa.**

Secondly, my professors, who imparted their knowledge with me which helped me understand the working of the establishment better.

I also want to thank the hotel staff, who were very active, friendly, and co-operative and imparted knowledge about the different functions, work performed by each department and increased my knowledge about different things.

But most importantly, I would like to thank my family, friends, and my fellow trainees. Without their motivation, support, guidance and faith in my capability, the completion of my training would be impossible.

Signature of Student:

Name of the Student: Asher Collin Alex Dias

Date:

TABLE OF CONTENTS

Introduction	7
Company Description	8
Organizational Structure	12
Departments and functions	13
Duties, Responsibilities, and Tasks performed	14
SWOT Analysis of Planet Hollywood	15
Learning Outcomes	17
Internship Experience	
Observations & Recommendations	
Conclusion	



INTRODUCTION

Name: Planet Hollywood Beach Resort

Location: Utorda, Goa, India

Year opened: 2015

Ownership: JMJ Group

Number of Rooms: 128

Amenities: Outdoor swimming pool, spa and wellness center, fitness center, 24-hour front desk, concierge services, beach access, five on-site dining options, and meeting/event facilities

Nearby Attractions: Margao city, Basilica of Bom Jesus, Se Cathedral, Dudhsagar Waterfalls, and Old Goa Church Complex

The resort is situated on the pristine Utorda Beach, which is known for its tranquil atmosphere and scenic beauty.

The resort's on-site dining options include Fame, the all-day dining restaurant, Heart Bar, the poolside bar, and the Stage, the open-air beachside restaurant.

The resort offers a range of activities and experiences for guests, including cooking classes, yoga sessions, and water sports.

The resort has won several awards and recognitions, including the "Best Boutique Hotel" award at the Goa Tourism Awards in 2018

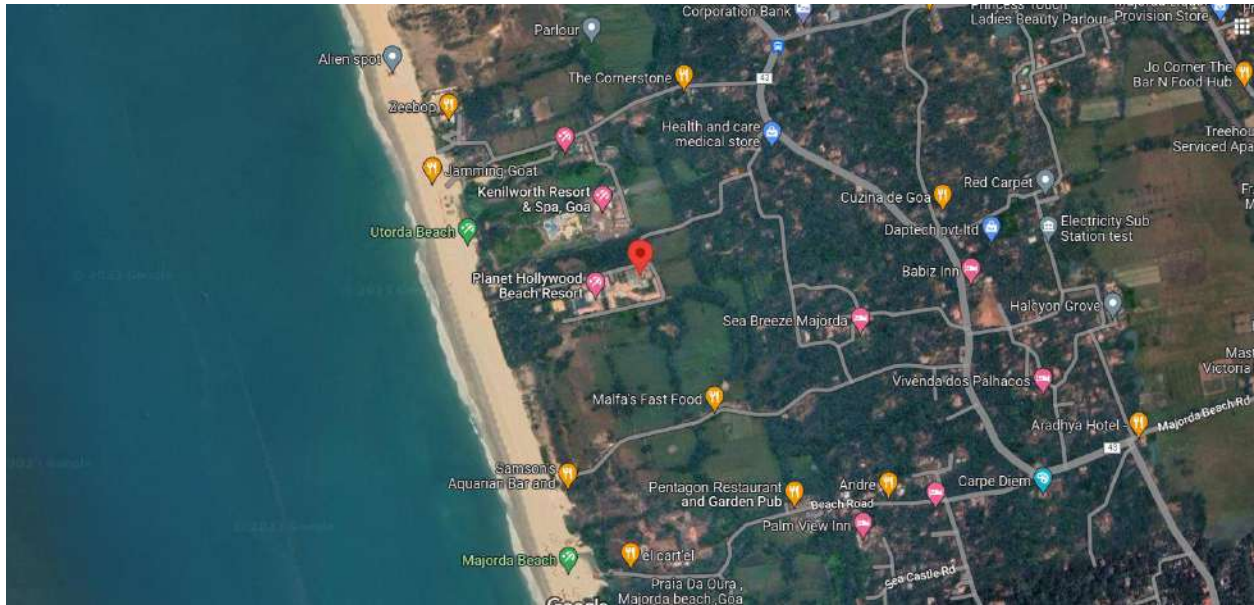


COMPANY DESCRIPTION

The **JMJ Group** is a dynamic corporation founded in 1995 with a single entity focused on perfumery and the production of unique essential oil extracts (flavors and fragrances) used by almost all major pan masala brands., chewing tobacco, mouthwash, incense, and similar products. In a short time, the group has diversified into a large corporation with a multi-faceted presence that includes the production and blending of edible flavors and essential oils, construction, infrastructure, hospitality, health clubs, travel and tourism, consumer products and packaged beverages, water, paper Industry, and leisure.

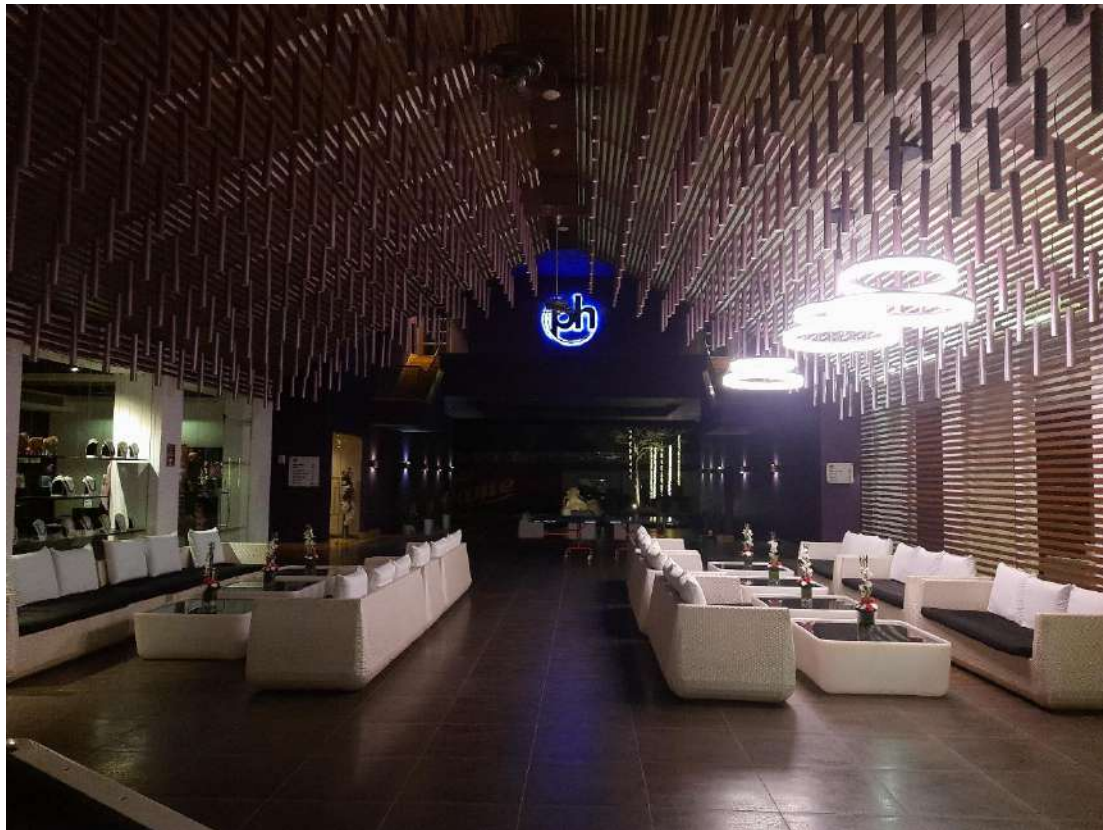
The resort's interior design features memorabilia and decor from Hollywood films and celebrities.

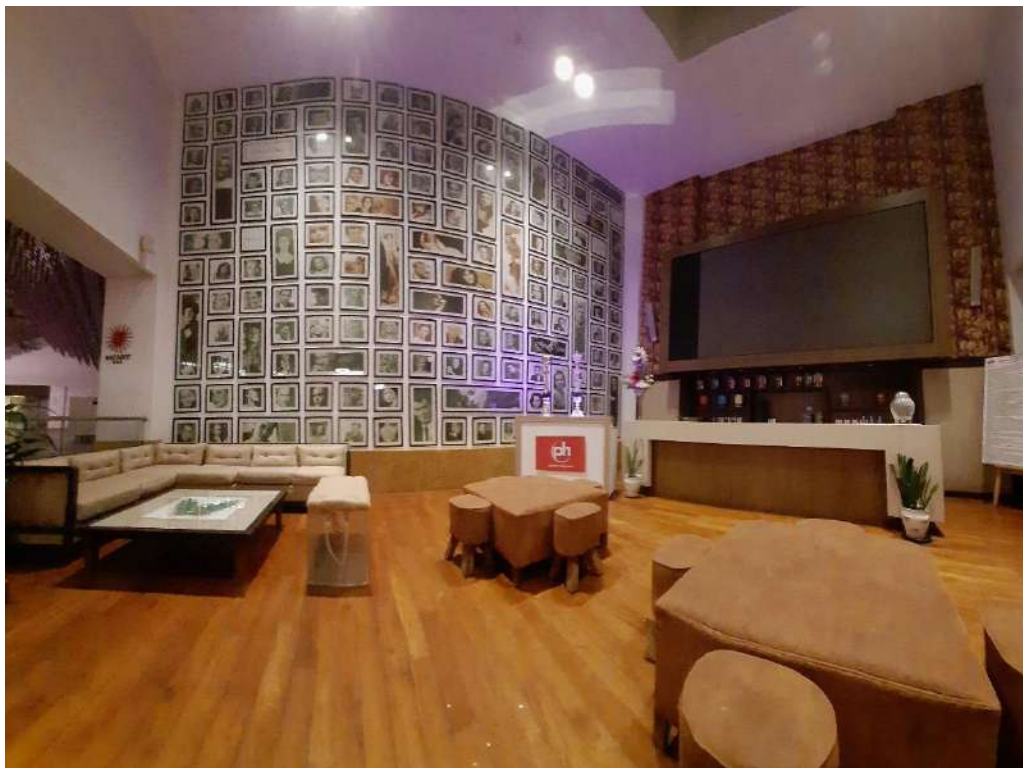




Facilities:

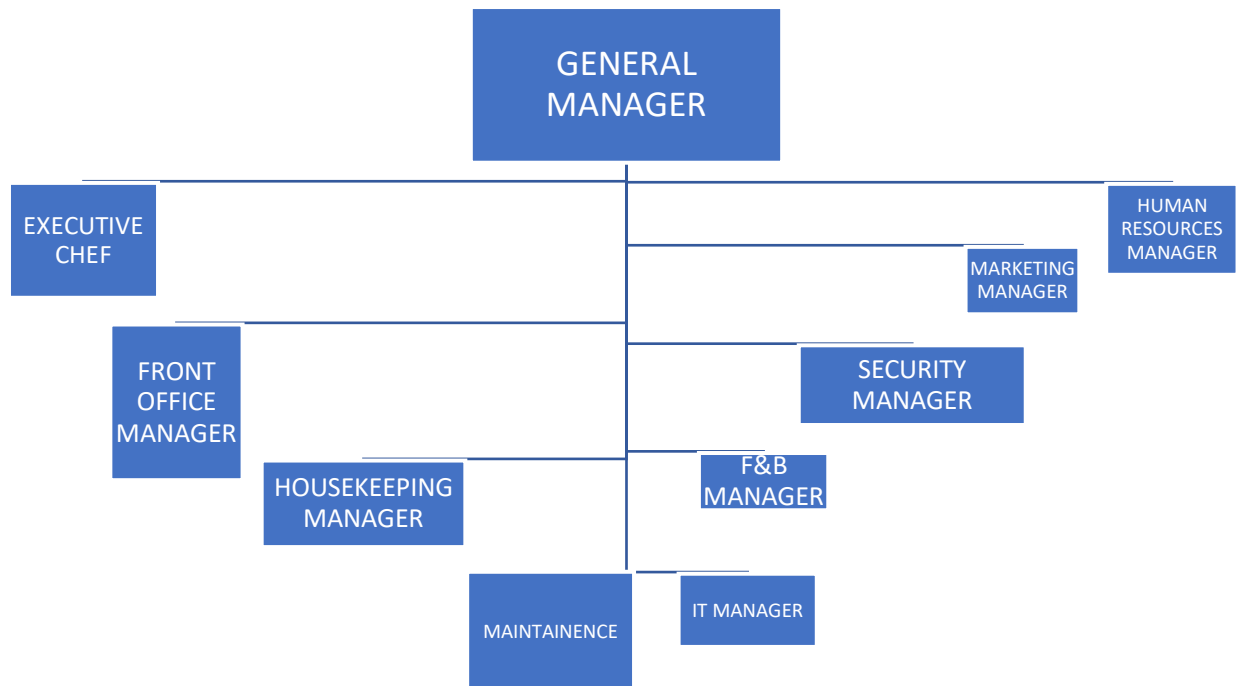
- ✔ Children Activities
- ✔ Fitness Center
- ✔ Bar
- ✔ Coffee Shop
- ✔ Free Newspaper
- ✔ Hair Dryer In Room
- ✔ Lounge
- ✔ Outdoor Parking
- ✔ Restaurant
- ✔ Safe Deposit Box
- ✔ Airport Shuttle
- ✔ Beauty Salon
- ✔ Express Check-In
- ✔ Gift Shop
- ✔ Laundry
- ✔ Pet
- ✔ Wake up service
- ✔ Exercise Gym
- ✔ Health Club
- ✔ Bus Parking
- ✔ Concierge
- ✔ Free Parking
- ✔ Handicap Facilities
- ✔ Meeting Facilities
- ✔ Outdoor Pool
- ✔ Room Service
- ✔ Valet Parking
- ✔ Babysitting
- ✔ Childcare
- ✔ Express Check-Out
- ✔ In Room Telephone Service
- ✔ Luggage Storage
- ✔ Pool
- ✔ Fine Dining
- ✔ Swimming Pool
- ✔ Business Center
- ✔ Conference Facilities
- ✔ Front Desk
- ✔ Internet Access in rooms
- ✔ Non Smoking
- ✔ Parking
- ✔ Room-Service 24 Hours
- ✔ Wheel Chair Access
- ✔ Barber
- ✔ Concierge Desk
- ✔ Front Desk-24 Hours
- ✔ Internet
- ✔ Medical
- ✔ Spa







ORGANIZATIONAL STRUCTURE





DEPARTMENTS AND FUNCTIONS

Front Desk/Reception: The front desk is the first point of contact for guests, where they check-in, check-out, and make reservations. The reception staff also handles guest inquiries, requests, and complaints, and provides information about the resort's facilities, services, and activities.

Housekeeping: The housekeeping department is responsible for maintaining the cleanliness and orderliness of guest rooms, common areas, and other facilities. They also ensure that guest amenities are restocked and that laundry services are provided.

Food and Beverage: This department is responsible for providing guests with food and beverage services. It includes the restaurant, bar, room service, and banquet services. The food and beverage staff ensure that guests are served high-quality food and drinks in a pleasant atmosphere.

Sales and Marketing: The sales and marketing department is responsible for promoting the resort's services, amenities, and activities. They attract potential guests through advertising, sales promotions, public relations, and other marketing initiatives.

Maintenance: The maintenance department is responsible for ensuring that the resort's facilities, equipment, and infrastructure are in good condition. They also perform regular inspections, repairs, and upgrades to ensure that guests enjoy a comfortable and safe stay.

Human Resources: The human resources department manages the recruitment, training, and development of resort employees. They also handle employee relations, compensation, and benefits.

Security: The security department ensures the safety and security of guests, employees, and the resort's assets. They monitor the premises and respond to emergencies and other security-related incidents.



Duties, Responsibilities, and Tasks performed

- OTA Reservations
- Reservation Calls
- Guest Query Handling
- Welcoming
- Guest Check-in/ Checkout
- Baggage Handling
- Guest Property Tour Guide
- Night Auditing



SWOT Analysis of Planet Hollywood

STRENGTHS

Great location.

Internal access to the beach.

Massive Property

Tie-ups with major business firms

Brand Image

WEAKNESSES

High Turnover rates

Undertrained staff

SOPs not followed well

Bad Roads

Overburdening the hotel resources

OPPORTUNITIES

Further expansion

Creation of a specific department pertaining to Entertainment

Acquirement of Local support

THREATS

Competition

Rise of Airbnb's

Infrastructure Upkeep and Upgradation.



LEARNING OUTCOMES

Completing my internship in the front office at Planet Hollywood Beach Resort, Goa was an incredibly valuable learning experience that has equipped me with several skills and knowledge that will be beneficial for my future career in the hospitality industry. Firstly, I gained a solid understanding of hotel operations, including the check-in and check-out process, room reservations, and guest services, which will serve as a solid foundation for my future career growth.

Moreover, I was able to improve my communication skills and develop the ability to handle multiple tasks simultaneously, managing my time effectively to ensure smooth daily operations at the front desk. I also learned how to handle guest inquiries and complaints with patience and professionalism, providing excellent customer service and enhancing the guest experience.

In addition, I gained a valuable understanding of the importance of teamwork and collaboration in achieving success in a hospitality setting. Finally, I was able to gain practical experience in working in a fast-paced and dynamic environment, which has given me a deeper understanding of the day-to-day operations of a hotel.

Overall, my internship at Planet Hollywood Beach Resort in Goa has provided me with a well-rounded experience that has enhanced my knowledge, skills, and preparedness for a successful career in the hospitality industry.



INTERNSHIP EXPERIENCE

My experience completing my internship in the front office at Planet Hollywood Beach Resort in Goa was an incredibly rewarding and enriching one. I had the opportunity to work alongside a talented and dedicated team of professionals who were passionate about providing exceptional customer service and creating a memorable guest experience.

During my internship, I was able to gain practical experience in various aspects of hotel operations, including check-in and check-out, room reservations, and guest services. I was also able to improve my communication skills and develop the ability to work efficiently and effectively in a fast-paced environment.

One of the highlights of my internship was the opportunity to interact with guests from diverse backgrounds and cultures. This allowed me to enhance my interpersonal skills and gain a deeper appreciation for the importance of providing personalized service to meet the unique needs and preferences of each guest.

Overall, my experience completing my internship in the front office at Planet Hollywood Beach Resort in Goa was an incredible one that has provided me with valuable skills, knowledge, and insights that will be invaluable in my future career in the hospitality industry.



OBSERVATIONS & RECOMMENDATIONS

There were a few things that in my opinion needed change. Firstly, I would suggest the implementation of a more streamlined check-in process to reduce wait times for guests. This could involve utilizing technology to automate certain aspects of the check-in process and having staff members dedicated solely to check-ins during peak times.

Secondly, I believe that the resort could benefit from offering more personalized services to guests. This could include personalized welcome messages upon arrival, customized room amenities based on guest preferences, and tailored recommendations for local activities and dining options.

Lastly, I recommend that the resort invests in training and development programs for its staff members to ensure they are equipped with the necessary skills and knowledge to provide exceptional customer service. This could involve regular training sessions on communication, problem-solving, and conflict resolution, as well as opportunities for staff to attend industry conferences and workshops to stay up-to-date with the latest trends and best practices in the hospitality industry.



CONCLUSION

As an intern at the Reception and Reservations department of Planet Hollywood Beach Resort in Utorda, Goa, I had the opportunity to gain practical experience in the hospitality industry and learn about daily life and operations. of a world-class resort.

The resort is located on the beautiful Utorda Beach, offering beautiful views of the Arabian Sea. It boasts luxurious amenities and top-class services, making it one of the best resorts in South Goa.

During my eight-week internship, I worked closely with the front desk, helping with check-in, check-out, and room arrangements. I also had the opportunity to learn about the booking process, including managing online bookings, handling customer requests, and coordinating with other departments to ensure a smooth customer experience.

One of the things that impressed me most about Planet Hollywood is the commitment to personalized service. The front desk team is always ready to do their best to ensure each guest's needs are met, from arranging transportation to recommending local attractions and restaurants.

I also had the opportunity to work closely with the reservation team, becoming familiar with their system that is used to manage bookings and inventory. The team has been incredibly knowledgeable and dedicated, ensuring that all bookings are handled with the utmost precision and efficiency.

Overall, my internship at Planet Hollywood Beach Resort in Utorda, Goa was an invaluable experience that gave me a solid foundation in the hospitality industry. I am grateful for the opportunity to learn from such an experienced and dedicated team and look forward to applying the skills and knowledge I have acquired to future projects in the field.