

Tourism And Travel Management

On Job Training Report

On

Exina, Oth Resort, Marigao

Submitted for the partial fulfilment of the B.VOC course

Curriculum of the semester



Bachelor of Vocational in Tourism and Hospitality Management

Under Gauhati University



Year - 2021-22

Submitted To

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Date:08/12/2021

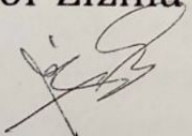
TO WHOM IT MAY CONCERN

This is to certify thatJunali Das..... Of Mayang Anchalik College Tourism and Travel Management Department, has successfully completed 15 days Industrial Training from 22/11/2021 To 08/12/2021 in Hospitality Service Department.

He was very sincere & active during the training and he adapts new professional experience in Tourist and Travel Industry.

We are happy with his performance & wish him all the success in future endeavors.

For Zizina otis Resort



Nirud Pandey

Manager

Certificate

I am very glad to certify that On Job Training Report has been prepared by Junali Das under my supervision. He has fulfilled all the requirement under the B.Voc regulation for 3rd semester. The project report is the result of his own investigation and it is original place of not submit to other University educational from any research degree diploma or any other devaluation.

I recommend that the report may be send for evaluation.

Date: 14.03.2022

Place: Mayang

Rim Jim Bhuyan

Rimjhim Bhuyan

Assistant Professor

Tourism and Travel Management

Mayang Anchalik College

Preface

On job training is very much important as per our 3rd semester of Tourism and Hospitality Management syllabus; there is a compulsory paper for on job training. That is reason for which we can learn many things on that training.

In Hospitality agency I have done my On Job Training on 14 days. After undergoing the training during 14 days, I have learn many things related to Tourism and hospitality industry within a short period.

Thus I would like to thanks to GU for giving the opportunity of On Job Training paper in our syllabus by which I have learn many things related Hospitality industry. I have like to thanks our respected teacher for their guidance in making this report successful.

Date :

Place:

ACKNOWLEDGEMENT

At first I would like to thank the honorable principle Dr Mahananda Borah sir, principle of Mayang Anchalik College for guiding us.

It is great opportunity to express my deep sense of gratitude and great acknowledgment to Rimjim Bhuya mem, head of department of Tourism and Hospitality Management Mayang Anchalik Collage for her help and full support and full support and offereing my name of Hospitality agency in Mayng.

I would like to thank all the lecturers, department of tourism and hospitality management , Mayang Anchalik Collage for the valuable advice and suggestion.

I would also like to extend my sincere to the staff of ZIZINA OTI'S RESORT for giving their valuable time and cooperate with us and give us valuable ideas and knowledge.

I would also like to thank my friend who help me out In preparing this report.

Date :

Place:

B.VOC TTM 3rd Semester

Mayang Anchalik Collage

Mayong : Morigaon : Assam:

Chapter 1

Introduction of Hospitality Industry

Hospitality industry is broad category of fields within the service industry that includes lodging, food and drink service, event planning, theme parks, transportation, cruise line traveling and additional fields within the tourism industry. Hospitality industry today is expanding fast by the grace of globalization. Business arena has been expanding globally with newest Technological invention. As well as patterns of lifestyle and leisure period spending style changed a lot. To keep up with the ever changing demand and to get a hold of newest market segment keeping pace with dynamism and variety. Innovative ideas taking over old ones and evolving everyday. Hotel industry of Bangladesh has been expanding rapidly. In first decade of 21 century three 3 star hotel and about 50 three star hotels to luxury guest houses have been established all over the country: This indicates the demand of standard accommodation facilities for both domestic and international business and leisure tourist.

During my on job training period, I worked in Food and beverage service department and tried to gather knowledge from each of them. I will describe my experience during the on job training period. This report contains the company profile, the functions of three different departments of the hotel, evaluation of the performance, difference between the performance of pre and post-political instability period and analysis of guest satisfaction survey.

1.1 Meaning of On Job Training

The On Job Training denotes the training program provided to the trainees to give them experience of firsthand knowledge about the professional world. It bridges the gap between the theory and practice on job training may be the training of a hospitality industry also.

During the training period trainees can earn a lot knowledge from the super vision, they learn under the supervisors of a master mechanic, craftsman and associated with the people. After completing the on job training engaged in different duties within the organization. The on job training method classified into various sectors such as coaching or understanding job and special assignment under coaching or understanding method the employee trained on job by his immediate superior. On job training is usually applied to managerial personal and provides wide variety of job experience. Apprenticeship generally used to impart skills requiring long of practice as found in trade craft and other technical fields. On job training rotation management is made move from job to job at certain intervals.

1.2: Purpose of On Job Training

On Job Training is one of the best methods because it is planned, organized, and conducted at the employee's worksite. OJT will generally be the primary method used for broadening employee skills and increasing productivity. It is particularly appropriate for developing proficiency skill unique to an employee's job especially jobs that are relatively easy to learn and require locally owned equipment and facilities. The main purpose is to learn the process of the hotels.

1.3: Merits and demerits of On Job Training

Merits of O.J.T:

1. On Job Training is often cost effective for a business because no outside trainers or programs are needed and the training is typically conducted as part of the actual work staff.
2. It helps to boost confidence at work place.
3. By training in the work place, new employee also has the change you get familjar with people and environment.
4. It teaches a person to work in structured way.
5. The trainee the rule and regulation set by the organization by observing their day to day application.

Demerits of O.J.T:

1. It can be difficult to find the right person to conduct on job training. The person during the training must have knowledge and skill with the same equipment the learner will be using or he/she may not be able to teach effectively.
2. Duration of training period is very limited as result a trainee can not acquire the complete knowledge.

Chapter 2

Background of the study

The Zizina Otis Resort is one of most exclusive and magnificent business Resort Pobitora wildlife sanctuary Morigaon. Zizina Resorts is situated at Mayong, Morigaon. An ancient place where human habitation existed from prehistoric days. Remnants from the Neolithic age are scattered all over the place. Mayong is also known as the land of ancient magic and medicine. Whether you're a tourist or traveling on business, Zizina Resorts is a great choice for accommodation when visiting Guwahati. Only 57 km away, this 4-star hotel can be easily accessed from the airport. With its convenient location, the hotel offers easy access to the city's must-see destinations.

Take advantage of a wealth of unrivaled services and amenities at this Guwahati hotel. A selection of top-class facilities such as 24 hour room service, 24-hour security, daily housekeeping, facilities for disabled guests, car park can be enjoyed at the hotel.

All guest accommodations feature thoughtful amenities to ensure an unparalleled sense of comfort. The hotel offers an excellent variety of recreational facilities, including fishing, children's playground, garden. With an ideal location and facilities to match, Zizina Resorts hits the spot in many ways.

The Zizina Otis Resort is set on becoming a high performance global player in the field of hospitality industry. It is concerned about the satisfaction level of its guest for better improvement, higher revenue as well as to stabilize goodwill by providing different types of hospitality. The hotel has obligations to all the guests through its staff like (front desk reception, housekeeping staff, telephone operator, food & beverage staff, recreation staff), service like (telephone service, front desk service, housekeeping service, food & beverage service), condition like (bed room, bathroom public area) and so on. However, it is hard to satisfaction is the crying need for any hotel & resort.

2.1 : Objective of the study Board Objective

The main objective of this report is to set down adopted function of their different division of Zizina Otis Resort based on their extension of operation and evaluate the practice against the ideal one. It will also present the fluctuation of operation of performance during political unrest. At last, report will end analyzing conducted guest satisfaction survey.

Specific Objective :

The Specific Objective of this report will be the following:

- Observe the daily operation of food and beverage services department.
- Evaluate the daily operation against the standard benchmark.

2.2: Scope of the study

This report is an attempt to present operation of Zizina Otis Resort and the way they use to compete against competition. As it is my first industrial attachment, I tried to match and find the difference between the things I learned in book and the practice in the real

world Then I measured the guest satisfaction, which I think will explain if the practice of this organization is paying off in their favour. The completion of this report will help the organization recheck its strengths, weaknesses, opportunity and threats that will aid it in strategizing further ahead.

★ 2.3: Methodology

Research is a procedure of logical and systematic application of fundamentals of science to the general and overall question of a study and scientific technique, which provide precise tools, specific procedures and technical information, rather than philosophical means for getting and ordering the data prior to their logical analysis and manipulation.

Chapter 3

Introduction of the Zizina Oti's Resort

Experience world class hospitality while enjoying the scenic beauty of nature that characterises Northeast India, Nestled in a green and totally peaceful environment.

Zizina Resorts is situated at Mgical Place Mayong, Morigaon. Just 57 KM from Lokapriya Gopinath Bordoloi International Airport, this Resort cum resort is also ideal for anyone making a stopover on a trip to any other part of the northeastern region. The location of the Resort helps you travel to any part of Assam or the rest of the northeast without getting stuck in the city traffic.

The elegantly designed hotel cum resort boasts of 15 Luxurious rooms and suites with state of the art facilities and 24*7 services and is spread over 3 acres of land. The moment you step inside the property, the wide pathway that leads to the main lobby of the hotel will awe you with its grandeur. On one side of the pathway is the high boundary wall. As the pathway comes to an end you will see the beautiful palm court ahead and the main lobby on your right. The ardour to strike a fine balance between nature and modern lifestyle is visible all throughout the campus and the lobby is no different. While our reception desk carries out the formalities of check-in, maybe you can find some time to admire the architecture and decorations of the enormously spacious lobby that transcends space.

You can choose from club Rooms, Grand Suites and Presidential Suites to meet your accommodational requirements during business trips, holidays etc. Or confine yourself in any of the Honeymoon Suites, to enjoy some intimate, romantic moment with your special one. Every floor of the residential blocks has a spacious lounge to relax.

3.1 Details of the hotel

Zizina Otis Resort, Mayang :

- Location : Pobitora Wildlife Sanctuary.
- Major Attraction : Business Facility and Pobitora Wildlife Sanctuary.

Zizina Otis Resort & Conversation Center :

- Jagirrod, 782411
- Phone : 09854020651

Hotel Information:

Check in and Check out

- Check – in 2.00 pm
- Check – out 12.00 pm

Property Information

- 15 luxury room.
- 1 meeting\conference room.

Service:

Complimentary Service-

- Breakfast
- Coffee\Tea in room
- Newspaper in lobby
- Wifi Service available
- 24 hour room service for guest

3.2 Different services at the Zizina Otis Resort.

Recreation and service – simply the Best.

The hotel offers the best service to its guest and endless list of recreation. The Zizina Otis Resort give 24 hour service. Zizina Otis Resort provide Butler service, laundry service and the complimentary service include the buffet breakfast, coffee in room, newspaper delivered to room etc.

Accommodation Facilities:

Each of our 15 guest room and suited has been immaculately decorated with complete attention to the comfort of our guest. We offer numerous categories of rooms to ensure that we may cater to the individual needs of our valued guests.

The following facilities are included in our rooms:

- LEDTV
- Air –conditioning
- Refrigerator in room
- Dry cleaning Accessible Service
- Family room
- Non-smoking room

Facilities:

Complimentary service –

- Breakfast Coffee/Tea in room
- Newspaper in lobby
- Wifi Service available
- 24 hour room service for guest
- Laundry service

Fact file

In room's facilities: Air- conditioning, coffee maker, TV, mini refrigerator.

Hotel amenities : Housekeeping service daily, 24 hour room service.

Eating restaurant: Breakfast, Lunch and Dinner along with confectionery items.

Conference facilities : Meeting room.

Chapter 4

Internship Activities

It was 14 days internship program. Under organization the Zizina Otis Resort was prepared for our arrival the head of the organization Mr. Pawan Kumar was ready and wait for us because are went there through a person of learning working knowledge and see how that works in real life.

Day 01:

The first day of my training period I attended classes under the senior stewards of the Resort. The restaurant manager Mr. who tried to illustrate their learning from experience towards me. I learned the organizational hierarchy of departments and roles they play. They tried to gives me all knowledge about the restaurant and i tried to observe all knowledge which i can.

Day 02:

The second day induction into the hotel restaurant which is known as Food and Beverage Department. At first i was felt very nervous, i felt like a fish out of water but I tried to cope up with the help of the attendants. They were supportive. I learned how to serve, how to interact how to impress a guest.

Day 03:

The third day since the front office connects all the departments, the works of the front desk employees are not easy as it seems. I gathered the knowledge on property management system, reservation and wake up calls.

Day 04:

This day i learned about processing out system, change auditing payment and night auditing activities. How to arrange the bills in their folders and handling communication with the concierge and security department.

Day 05:

This day my indication into the housekeeping department and other department. This day i learned hierarchy of this department. I learned how to prepare beds and how fast we need to prepare check in room and layouts. I learned about the cleaning components and their use.

Day 06:

This day i learned food and beverage department. I learned the organization hierarchy of food and beverage department.

Day 07:

This day i learned different crucial challenge the food and beverage production department has to go through during daily operation how to guest create problem.

Day 08:

This day i learned about telephone skill of the receptionist, how to take reservation and guest properly. Clean the restaurant before every meal and clear up guest tables.

Day 09:

My supervisor taken me to the beverage production area. He introduced me with different equipment and instruments and i started helping them in the cold kitchen and conditional kitchen.

Day 10:

I learned about relationship between housekeeping department. Delivering guest room supplies and how to prepare room attendants checklist.

Day 11:

I earned in this day how to talk with guest and how to communicate full confidant with the guest I learned how to prepare meal for breakfast, lunch and dinner in hotel.

Day 12:

In a hotel there has many responsibility and duty which is most important. I learned about bar attendants, i was able to know that in a bar how difficulty they faced by guest. I learned about many verities of international alcoholic drinks and other basic knowledge.

Day 13:

This day my restaurant captain took me about how many verities of breakfast they prepare for verities of guest, they give me some knowledge about soft drinks which they use in every morning.

Day 14:

This day i learned about banquet hall, There is a very huge banquet hall, where guest organized their marriage weddings, meetings, In banquet i learned how an event organize in hotel I worked practically some task in hotel during my training which was very tough for me.

Chapter 5

Finding and Suggestion

My internship at Zizina Otis Resort included induction into one core departments:

Food and Beverage service department. I gathered knowledge and collected data from each of Food and beverage service department. I want to prevent the discussions, analysis and findings differently.

Chapter 6

Conclusion

It was complete useful experience working at the Zizian Otis Resort. The friendly welcoming staff and the space they leave created for a trainee/intern allowed me with full opportunities to learn and know myself as a work. This experience brought out my strength and also the areas I needed to make up. It added more confidence to my professional approach built a stronger positive attitude and taught me how to work in team as a player. The primary objective of an internship is to gather a real life working experience and put their theoretical knowledge in practice. This was my first real experience to work in a 5 star deluxe property. I was quiet nervous about it. During my 14 days of training I have developed a lot of confidence and courage in this industry.

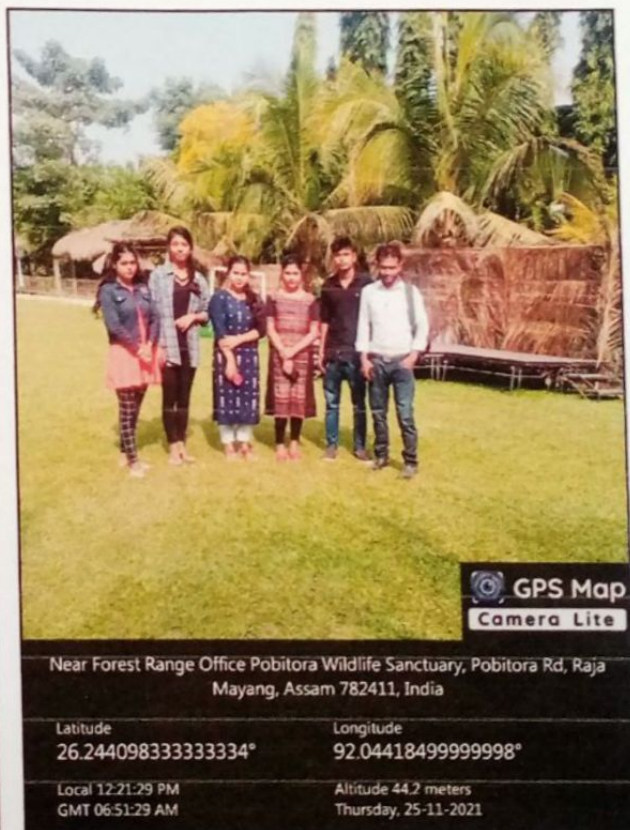
My experience at the hotel was highly educative one. I went to different department of the hotel and got lot of varied experience. I worked in the three department of the hotel: - front office department, Laundry and Food and Beverage Service department. In all these department I get to learn many things which will be helpful for me in my future.

I also learned the values and importance of this industry and experience that this is much superior field than most of the during my training. As a human being, I noticed many changes in my attitude. I am more confident and more likely to do any work now.

During my training, I thoroughly enjoyed the challenges that came along every single day. I learned that this is just the beginning of the road and I have to travel a long distance to be a successful person in this field. But I must say that this experience will prove an objective in my career in the hospitality industry.



PHOTO GALLERY





Near Forest Range Office Pobitora Wildlife Sanctuary, Pobitora Rd, Raja Mayang, Assam 782411, India

Latitude 26.24435° Longitude 92.04430166666667°
Local 11:51:20 AM Altitude 58 meters
GMT 06:21:20 AM Friday, 26-11-2021



Near Forest Range Office Pobitora Wildlife Sanctuary, Pobitora Rd, Raja Mayang, Assam 782411, India

Latitude 26.244155° Longitude 92.04412499999998°
Local 11:41:27 AM Altitude 45 meters
GMT 06:11:27 AM Tuesday, 30-11-2021

