

TOURISM AND TRAVEL MANAGEMENT

On Job Training Report

On

ZIZINA OTIS RESORT

Submitted for the partial fulfillment of the B.Voc courses
Curriculum of the Semester



Bachelor of Vocational in Tourism and Travel Management
Under Guwahati University



Submitted To

Rimjhim Bhuyan

Assistant Professor

Department of TTM

Mayang Anchalik College

Year-2021-2022

Submitted By

Ahiduj Jaman

GU Roll No.UA-201-340-0240

Reg No.20067629

Class: B.Voc 3rd Semester

Mayang Anchalik College

Mayang:Morigaon:Assam

NAME: AHIDUJ JAMAN

COLLEGE: MAYANG ANCHALIK COLLEGE

SUBJECT: ON JOB TRAINING (PRACTICAL)

REGISTRATION NO: UA-201-340-0240

PAPER: TTM-VC-3036

ROLL NO: 20067629



Ref No: wvr/007

Date:08/12/2021


TO WHOM IT MAY CONCERN

This is to certify that Mr. **Ahiduj Jaman** 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

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Certificate

I am very glad to certify that On Job Training Report has been prepared by **Ahiduj Jaman** 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

Rimjhim Bhuyan
Rimjhim Bhuyan
Assistant Professor
Tourism and Travel Management
Mayang Anchalik College

PERFACE

On job training is very much important as per our B.Voc 3rd semester of Tourism and Travel 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 Zizina otis Resort I have done my on job Training on 15 days. After undergoing the training 15 days, I have learned many things related to Tourist and Travel Management industry within a short period.

Thus I would like to thank to GU for giving the opportunity of on job Training paper in our syllabus by which have many things related Tourism and Travel Management industry. I would like to thanks our respected teacher for guidance in making this report successful.

Date: 14/03/2022

Place: MAYANG

ACKNOWLEDGEMENT

At first I would like to thank the Honorable Principal **Dr. Mahananda Borah** Sir, principal of Mayang Anchalik College for guiding us.

It is great opportunity to express my deep sense of gratitude and great acknowledgement to **Rimjhim Bhuyan** maa'm, Head of the department of Tourism and Travel Management Mayang Anckalik College for her help and full support and offering my name of Hospitality agency in Mayang

I would like to thank all the lecturers, department of Tourism and Travel management, Mayang Anchalik College for the valuable advice and suggestion. I would also like to extend my sincere to the staff of Zizina otis 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 helped me out in preparing this report.

Date: 14/03/2022

Place: MAYANG

Signature

Ahichuj Jomon

B.Voc TTM 3rd Semester
Mayang Anckalik College
Mayang: Morigaon: Assam

Chapter 1

Introduction of Hospitality Industry

Hospitality industry is board category of field within the service industry that includes lodging food and drank 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 Technology 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 every day. 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 Hospitality service industry and tried to gather knowledge from each of them. I will describe my experience during the on job training period. This report contain the company profile, the function of hospitality service department of the Resort, 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 profession would. It brides the gap between the theory and practice on job training may be the training of a hospitality industry also

1.2 : Purpose of 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 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 job 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 familiar 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 the will be using or he/she may not able teach effectively.
2. Duration of training period is very limited as result a trainee cannot acquire the complete knowledge.

Chapter 2

Background of the Study

One of the luxury properties that is located just a short drive ahead of the main entrance of the forest reserves of Pobitora Wildlife Sanctuary is the Zizina Otis Resort that is located at the Mayong area in the Morigaon district of Assam. Zizina Otis Resort at Pobitora Wildlife Sanctuary is one property where guests can be rest assured that their stay will be one that is in neat and tidy rooms and their requirements during their stay at Pobitora is well catered to by the efficient and hardworking staff of the Zizina Otis Resort. The place is spread across a sprawling area overlooking the forest reserves of the Pobitora Wildlife Sanctuary and the rooms and cottages are built with an eco-friendly material like bamboo and wood that provide you a unique feel of a jungle stay experience. To add to the luxury stay here are various safari tents at the Zizina Otis Resort at Pobitora Wildlife Sanctuary and these tent accommodations are also very neat and clean. The tents are equipped with a mini Bar and offers various beverages to their guests. Food quality is superb at the Zizina Otis Resort at Pobitora Wildlife Sanctuary and you should try the various local recipes of Assam that are churned out by the chef and the use of fresh ingredients are evident as you can feel the flavour of it on your platter.

The Zizina Otis Resort offers various accommodation options to their guests and each of these options are a good choice based on your requirement and budget.

The Zizine 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 its goodwill by providing different types of hospitality. The Resort has obligation to all the guests through its staff like (front desk reception, housekeeping staff, telephone operator, food & beverage staff, recreation staff) 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 Resort.

2.1: Objective of the study

Broad Objective

The main objective of this report is to note down the adopted function of all the department of Zizina Otis Resort based on their extension of operation and evaluate the practice against the ideal one. I 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 following:

1. Observe the daily operation of food and beverage service department.
2. Evaluate the daily operation against the standard benchmark.
3. Explaining the weakness of the Resort.

2.2. Scope of the study

This report is an attempt to present operation of Zizina Otis Resort and the mechanism they use to compete against competition. It is first industrial attachment, I tried match and find the difference between the thing I learned in book and practice in the real world. Then I measured the guest satisfaction which I think will explain if the practice of this organization recheck its strengths, weakness, opportunity and threats will aid it in strategizing further ahead.

2.3: Methodology

Research is a procedure of logical and systemic application of fundamental of science to the general and overall question of study and scientific technique, which precise tolls, 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 Otis Resort

Experience world class hospitality while enjoying the scenic beauty of nature that characterizes northeast india. Nestled in a green and totally peaceful environment, the Zizina oties Resort is the most favored choice in this region. Just do not blame us if you are tempted never to check out.

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The Zizina Otis Resort offers various accommodation options to their guests and each of these options are a good choice based on your requirement and budget.

3.1 Details of the Resort

Zizina Otis Resort, Pobitora Wildlife Sanctuary

- Location: Pobitora Wildlife Sanctuary, Mayong, Morigaon, Assam-782411
- Major Attraction: Business Facilities, Restaurant, Scenic beauty of nature.

Zizina Otis Resort & Convention Centre:

- Mayong, 782411
- Phone: 098540 20651

Resort Information:

Check in and Check out

- Check-in: 2.00 pm
- Check-out: 12.00 pm

Property Information:

- 2 floor, 50 room, suits/luxury room
- 1 meeting / conference room

Service:**Complimentary Service:-**

- Breakfast
- Coffee/Tea in Room
- Newspaper in lobby
- Wi-Fi service available
- 24 hours room service for guest

Business Service:

- Copy Service
- Internet printing

3.2. Different service at the Zizine Otis Resort.**Recreation and service- Simply the Best:**

The Resort offers the best service to guest and endless list of recreation. The inside Resort recreation are the outdoor pool, spa etc. The service include the 24 butler service and the complimentary service include the buffet breakfast, coffee in room, newspaper delivered to room, shoeshine. On request the guests can have a game of volleyball/ Tanis ball/football at the playground of the Resort.

Each of 30 guest rooms and suits has been immaculately decorated with complete attention to the comfort of guest. Resort offer numerous categories of rooms to ensure that resort may cater to the individual needs of valued guest.

The following facilities are included in Resort rooms:

- LED TV
- Air-conditioning
- Refrigerator in room
- Family room
- Non-smoking room
- Hot and cold water

Fact File

Rate as : 5 Star

Rooms:30

In rooms facilities: Air-conditioning, Coffee maker, cable connected TV, Mini Refrigerator

Resort Amenities: Cash machine/ATM, House keeping service dally, 24 hours room service.

Eating restaurants: Bombay Express- for Breakfast, Lunch and Dinner along with confectionery items.

Conference facilities: 1 Meeting rooms, 1 grand ballroom with seating capacity 500.

Chapter -4

Internship Activities

It was 15 days internship program. Under organization the Zizina Otis Resort was prepared for our arrival the head of the organization Mr. Nirud Pandey was ready and wait for us in real life.

Day 01:

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

Day 02:

The second day induction into the Resort restaurant which is knows 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 I seem 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 bill 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 layout. 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:

This day supervisor take me to the beverage production area. He introduced me different equipment and instruments and started helping them in the cold kitchen and conditional kitchen

Day 10:

This day I learned about relationship between housekeeping department. Delivering guest room supplies and how to prepare room attendants in Resort.

Day 11:

This day I learned how to talk with guest and how to communicate full confident with the guest. I learned how to prepare meal breakfast, lunch and dinner in Resort.

Day 12:

In a Resort 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 varieties of international alcoholic drinks and other basic knowledge.

Day 13:

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

Day 14:

This day I learned about banquet hall, there is very huge banquet hall, where guest organized their meeting in banquet I learned how an event organize in Resort. I worked practically some task in resort during my training which was very tough for me.

Day 15:

This day I learned how to setting up conference hall where guest can do conference meeting easily without any disturbed.

Chapter-5

Finding and Suggestion

My internship at Zizina otis resort included induction into one core department : food and Beverage service department. I gathered knowledge and collected data from each of food and beverage service department. I want to prevent this discussion, analysis and finding differently.

Chapter-6

Conclusion

It was complete useful experience working at Zizina otis Resort. The friendly welcoming staff and the space they leave created for a trainee / intern allowed me full opportunities to learn and know myself as a work. This experience brought out my strength and built 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 term in as a player. The primary objective of an internship is to gather a real life working experience ant put their theoretical knowledge in practice. This was my first real experience to work in a Resort. I was quit nervous about it. During my 15days of training I have developed a lot of confidence and courage in Hospitality industry.

My experience at the Resort was highly education one. I went different department of the Resort and got of varied experience. I worked in the all department of the Resort - Front office department, housekeeping department, Food and Beverage service department. In all these department I get learn many things which will be helpful for me in my future.

I also learned the value 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 change 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 is just the beginning of the road and I have to travel a long distance to a successful person in this field. But I must say that is experience will prove an objective in my career in the Tourist and Travel industry.

Photo Gallery

Photos during Training

