

INDIAN TOURISM INDUSTRY

Tourism is the basic and the most desirable human activity describing the praise and encouragement of all people and government.

Hotel industry is an essential part of tourism. The expansion of tourism is well inevitable bringing out development of the hotel industry. Hotel industry is so closely linked with the tourism industry that it is responsible for about 50% of the foreign exchange earning form tourism trade and enterprises. The rising volume of tourism influx brought into light, the shortage of hotels in important tourists centers. Keeping in view the changing standards in the international hotel keeping. The Indian industry to make a number of improvements. Its not enough to have adequate hotel accommodations, it is equally necessary to have at various levels, low priced, moderately priced, high priced, and a few luxury hotels.

Hotels may be categorized depending upon factors such as:

- Locations
- Categorization according to plan
- Categorization according to number of rooms.
- Categorization by type of clientele.
- Categorization by the length of stay of guests.
- Categorization by the facilities that the hotel offers.

The devaluation of the Asian currencies, the Kargil issue and the parliamentary elections had affected growth in the tourism industry. The situation is gradually moving back to normal with the tourist arrival figure marginally increasing from 2.3mn in 1997 to 2.5mn in FY00. The industry is growing at a rate of 9%. With the political and economic stability being more clearly visible, both tourists as well as business arrivals are likely to gather momentum in the remaining part of the year.

The Indian hotel business focuses largely on foreign tourists with only 30% of the business coming from the domestic business and the leisure travels. The tourist arrivals in India are seasonal in nature, with the best season being from September to December followed by a steep fall till May. The period June to September gains momentum once the monsoons are over. The slack season is generally used for renovation work and the period is characterized by discounts to attract clients.

High capital expenditure acts as an entry barrier in the industry with the availability of prime land at economically viable rates being a major constraint. The gestation period is long and break even normally takes five to eight years to happen. Due to this the established players like Indian Hotels, E.I.H, etc. have an advantage over foreign majors as they already have well establishments at prime locations.

India was late to wake up to the potential of tourism as an industry that is not just an earner of previous foreign exchange but also one that could generate a lot of employment through horizontal and vertical linkages. The importance and significance of tourism could be understood from the observation of UNESCO, which

says, "tourism is a traditional instrument, which enables culture to be rehabilitated and made known to the rest of the world". It is said it's a smokeless industry and has become second to the petroleum industry in world trade.

This great importance was formally acknowledged when the XXIU.N General assembly designated 1967 as international tourist year with a unanimous resolution recognizing that "tourism is a basic and most desirable activity deserving the praise and encouragement of all peoples of government".

When traveling away from home, a tourist comes in contact with the places they visit with their inhabitants and social exchange takes place. Their presence and social background affect the social structure and mode of life at the destination. Tourists are in turn affected by the experience and often carry back home with them, new habits and new outlook on life.

Tourism has great educational significance. Contact between people of different races and nationalities widens one's outlook. Tourism, whether domestic or international, has common economic significance in the sense that money earned in places visited is transferred to the host economies where this money provides a source of income, a means of livelihood and amenities for the resident population. Purchasing power is generated in the receiving areas through the expenditure of visitors. Money received is spent and the host country is a beneficiary.

International tourism is of great importance in international trade in the sense that it enters into the balance of payments of individual countries

generating tourist traffic and export for countries receiving tourist traffic. For many countries is a major item in world trade. These countries exhibit faster growth in tourism than in trade of goods.

Domestic and International Tourism

Usually, a distinction is drawn between domestic or internal and foreign or international tourism. In domestic tourism people travel outside their normal domicile to other areas within the country. Barriers like language, currency and documentation are not in the domestic tourism. But in India, since different states have different languages, one's own language may not serve as a medium of communication. Domestic tourism has no balance of payment implications.

When people travel to a country other than that which they normally live in is known as international tourism, the distinction between domestic and international tourism is now diminishing. The reasons being:

- Language barriers are reduced by improving language skills
- Currency and customs unions are developing in many European countries.
- With globalization the free movement of people is growing.

Considering the greater multiplier effect in domestic tourism, domestic tourism would have received greater emphasis in India.

Reliable data on the growth of domestic tourists traffic are not available as no extensive survey has been conducted on a national level by any agency, government

or otherwise not given the numerous festivals celebrated throughout out the year, the innumerable tourist's centers in the country, the geographical expands and the resource constraints, estimates of documents tourists' traffic through an executive survey is considered impossible.

Domestic tourism if considered separate from the travel for religious and commercial purpose. It is a post-independence phenomenon. Industrial growth, improvement in the standard of living, rise in disposable income and most importantly the improvement of tourist infrastructure search as hotels, air, train and road transport has contributed to the impressive growth in tourist traffic.

The definition of a domestic tourist is a person who travels within the country to a place of residence and stays at hotels or other accommodations establishments run on commercial basis or in dharmashalas, sarais, chaultries etc. for duration of not less than 24 hours.

The factors that govern the magnitude of domestic tourist traffic are the religious and cultural importance of a place. The extent of manufacturing, business and trading activity, the climatic conditions, the infrastructure facilities available and the geographical location etc. the current rough estimate of domestic tourism in India is ten million a year.

Tourism Planning in India

The outlay for tourism development was Rs.8 crore in the third plan Rs.186.46 crores in the sixth plan and Rs.326.16 crores in the seventh plan. It was during the sixth plan that a tourism policy was formulated and presented before the parliament. The sixth plan is an objective envisages optimum use of infrastructure, regionalizing tourist traffic and increase in accommodation and so on. However, the plan turned out to be a very mere blue print for action for tourist development.

The seventh plan (1985-1990) set a target of 1.5-million tourist arrival by 1990 and 3 million by 2000 AD. It also recommended according industry status to tourism in order to encourage private sector investment in tourism.

It was also recommended that public sector would focus on basic infrastructure development, and the private sector would be in encouraged to develop tourism. For the first time domestic tourism was sought to be encouraged for promoting social and cultural cohesion and employment generation. The national committee on tourism presented a comprehensive report in 1988, which provided the basis of a long-term perspective plan for tourism in the country.

The committee set a growth rate of 7% per annual for international tourists. Arrivals by 2000 AD. Recommendations also included the following:

1. Set a tourism finance cooperation to extend financial assistance for tourism project.
2. Developments of select tourist destination and circuits diversification of tourism arrival of cultural destination to the leisure and holiday tourist.

3. Markets, exploration and development of new tourism generating center.
4. Increase the hotel accommodation by cent percent by stimulation investment through appropriate package of incentives.

The committees major recommendation expects that of setting up a national tourism board wherein accepted. In April 1989, the tourism finance cooperation of India was set up. A working group of the state tourism secretaries in July 1985 identify incentives for the industry. About 14 states and 3 union territories have declared tourism as an industry however, despite the efforts during the seventh plan for diversification of tourists for cultural destinations to the leisure and holiday destination, India still remains as a cultural destination. Budget outlays where diverted towards facilitating trekking development of beach resorts, building shopping plazas, wildlife tourism, facilities for conference is skiing etc. It is reported that the profile of the average overseas and domestic traveler is changing. In the current plan period as well one of the principal thrust areas would be modification of the Indian tourism product by adding the concept of India.

As an adventure and leisure tourism destination to the present cultural tag. Trekking, winter and water sports wild life and health tourism will remain as the major thrust areas in the forth-coming area.

INTRODUCTION TO THE HOTEL INDUSTRY

According to the British laws a hotel is a place where a “bonafied” traveler can receive food and shelter provided he is in a position to for it and is in a fit condition to receive.

Hotels have a very long history, but not as we know today, way back in the 6th century BC when the first inn in and around the city of London began to develop. The first catered to travelers and provided them with a mere roof to stay under. This condition of the inns prevailed for a long time, until the industrial revolution in England, which brought about new ideas and progress in the business at inn keeping.

The invention of the steam engine made traveling even more prominent. Which had to more and more people traveling not only for business but also for leisure reasons. This lead to the actual development of the hotel industry as we know it today.

Hotel today not only cater to the basic needs of the guest like food and shelter provide much more than that, like personalized services etc.

Hotels today are a “Home away from home”.

CLASSIFICATION OF HOTEL

Hotel can be classified into different categories or classes, based on their operational criteria. For example the type of accommodation they provide, location of the property, type of services provided, facilities given and the clientele they cater to can help categories hotels today.

Hotels today are basically classified into the following categories:

1 Market segment:

- Economy / limited services hotel
- Mid market hotel
- All suite hotels
- Time-share hotels
- Condotel / Condominium
- Executive hotels
- Luxury / Deluxe hotels

Property type:

- Traditional hotel
- Motels
- Bread and break fast inns
- Commercial hotel
- Chain hotel
- Casino hotel
- Boutique hotels
- Resorts
 - Spa's

- Conference resorts

2 According to size:

- Small hotels [150 rooms]
- Medium hotels [up to 299rooms]
- Large hotels [up to 600rooms]

Other classification can be based on:

- a) Market segment
- b) Property type
- c) Size
- d) Level of services
- e) Owner ship and application
- f) Plans
- g) Type of patronage
- h) Length of guest stay
- i) Location etc ...

MARKET SEGMENT

Economy hotel:

It provides efficient sanitary private rooms with bath. The furnishing and decor are acceptable to majority of travelers. Food and beverage service may or may not be available.

Mid market hotels:

They offer comfortable accommodation with private on premises bath. Food and beverage services and uniformed bell staff. They offer above average luxury.

All Suite hotels:

It offers separate sleeping and living areas along with a kitchenette and a stocked bar, and offer class service.

First class hotels:

They are luxury hotels with exceptional decor better than average food and beverage service, uniformed bell services. They often have 2 or 3 dining rooms, swimming pool, spas etc.

Deluxe hotels:

They are better and offer more specialized services than first class hotels. They also provide limousine services.

PROPERTY TYPE

Traditional hotels:

They have the basic concept of rooms with break fast, bell desk services and the other usual services.

Motels:

They are located on highways. Guest is given parking right outside their rooms. They usually have a gas station / workshop attached to them.

Resorts:

They are usually situated in tourist locations like on rivers, mountains, jungles, or the sea. They give more privilege to sports activities leisure and re-creation activities like manages, sightseeing, adventure sports, etc.

Resident hotels:

Where guest stay for longer duration, stay like weeks, months even years.

Casino hotels:

They are hotels usually in tourist spots and mainly cater to people who are on holidays. Casino hotels like the name suggest offer gambling facilities along with accommodations.

SIZE

Small hotel – up to 150 rooms

Medium hotels –150 to 299 rooms

Large hotels – 299 to 600 rooms

Extra large hotels – above 600 rooms

LEVEL OF SERVICES:

World-class services:

They target top business executives and provide services that cater to needs of such people like lap tops in the rooms, business center, sectarian services.

Mid range services:

They appeal to the larger segment of traveling public [tourist]. The services provided by the hotel are moderate and sufficient to budgeted travelers.

Economy / Limited services hotel:

They provide comfortable and inexpensive rooms and meet the basic requirement of the guest. These hotels may be large of small in size depending on the

kind of business they get. The key factor behind the survival of these hotels is that they are priced very low and are in the budget of most of the travelers.

OWNERSHIP AND AFFILIATION:

Independent hotels:

They have no application with other properties. They have their own management and are single properties with one owner.

Chain hotels:

They impose certain minimum standards, levels of service, policies and procedures to be followed by their entire establishment. Chain hotels usually have corporate offices that monitor all their properties and one management runs these properties. That is all the hotels under the chain are completely owned and run by the chain itself.

Franchisee hotels:

The franchisee grants the entities, the right to conduct business provided they follow the established pattern of the franchisee, maintains their standards, levels of service, practice their policies and procedures.

AWARDING OF CLASS:

Awarding of class is done by the HRACC in India. These are a few things listed down that are taken into consideration while awarding star category to any hotels.

- Number and types of rooms the hotel has
- Elegant and comfortable surroundings
- Rooms efficiency
- Cleanness and sanitation
- Staff size and specialization
- Range and level of services
- Number of Restaurants
- Bars and Beverage services
- Concierge services
- Accessibility to entertainment
- Availability of transportation
- Spa and swimming pool facility
- Reservation and referral services.

Star category of hotels [India]

One star [*]

Two star	[**]
Three star	[***]
Four star	[****]
Five star	[*****]
Five star deluxe	[***** deluxe]

THREE STAR CATEGORIES:

For a hotel to be recognized as a three star property the architectural features and general features of the building should be very good there should be adequate parking facilities. At least 50% of the rooms must be air-conditioned. Also the ambience and decor of the place must be ecstatic.

They should provide reservation and information facility apart from reception, information, bell service at least two gourmet dining facility should be available. The establishment may or may not have banqueting facility.

They should provide high levels of personalized services. The staff must be well-trained and proper standards for hygiene and sanitation must be followed. Also all properties have to keep in mind that proper waste management is done.

FIVE STAR CATEGORIES:

Five star category is only allotted to properties, which have all the qualities of a three star property and a few additional. Like the entire property must be centrally air-conditioned. The building of the property must be an attractive one. All the rooms

must be spacious. The property must have proper banqueting facility, business center. Proper and well-maintained pool and health club a spa is optional.

The property must have 24 hour coffee shop, round the clock room service, a bar, and a minimum of 1 gourmet restaurant. The staff must be highly trained and a degree of specialization must be shown. State of art

Equipments must be used and the facility provided in the rooms must be sophisticated.

FIVE STAR DELUXE CATEGORIES:

They are more or less like five star properties with the only difference is that they are on a larger scale. Five star deluxe properties maintain a very high staff to guest ratio and very high levels of service is maintained. They in addition to five star properties have 5 to 7 dining rooms, a bar, 24-hour coffee shop, banqueting facility. Spas, fitness centers, business centers etc

PROFILE OF THE CITY

Bangalore is situated in the Deccan plateau region and in the foothills of the mighty Western Ghats. At a sea level of 3000 feet, Bangalore enjoys the most pleasant climate in southern India. The city being the capital of Karnataka and also known as the IT capital of India has developed in to a commercial hub today. Earlier it was only known as a British cantonment.

The city was founded in 1537, and it grew importance under the great rulers of the then Mysore state and later on as a British cantonment centered on trade and commerce.

Bangalore is apathy called the Garden city of India and is full of beautiful parka lakes and gardens both in and around the city. This is one city with a cultural blend of people from various parts of the country of different races, colors and culture living here. Kannada is the mother tong of the people living here, but other than Kannada; the people living here also speak Hindi and English very fluently. The places of tourist interest in Bangalore would include

FACTS ABOUT BANGALORE

Rainfall

Bangalore receives the benefit of the Southwest and Northeast monsoons. The average annual rainfall is 87 centimeters. October and November are rainy months but the downpour during these months is only about 17 cms. December to March is practically dry.

Population

The increase in population of Bangalore is very rapid since 1955. From 10 lakhs in 1955, it went upto 20 lakhs in 1970 and it is estimated to have crossed 551 lakhs today.

City Administration

The administration of the city vests with the corporation of the city of Bangalore, which was constituted under the city of Bangalore Corporation

Act LXIX of 1949.

Languages Spoken

The main languages spoken are Kannada 31 %, Tamil 27%, Telugu 17%, Hindustani/Urdu 15%, and other languages 10%.

Electricity

Supply of electricity for industrial use is made at 400 Volts, 50 cycles, phase (4 wire system), while of domestic use it is supplied at 230 volts, 50 cycles, single phase.

Industries

Bangalore had made rapid progress in industrial development. There are many large, medium and small-scale industrial concerns in and around Bangalore. Producing a variety of items. The number of electronic equipment manufacturing units has gone up. Singapore Information Technology Investments Private Ltd., Tata Industries and Karnataka Industrial Areas Development Board are jointly developing the Information Technology Park at Whitefield, 16 Km from Bangalore. The Park provides office space and residential apartments. Garments manufacture is another important industry developing in Bangalore. The industrial growth in and around Bangalore has naturally catalyzed the commercial activity.

Transport

The Bangalore Transport Service buses and a limited number of 'Pushpak' special buses play on different routes intersecting the city. Suburban bus service connects the city with a number of villages and towns situated at short distances from the city. Karnataka State Road Transport Corporation (KSRTC) bus service connects many towns within and outside the state.

A good number of private buses operate from kalasipalyam Bus Stand near the City Market and also from Dhavantry Road (Tank Bund Road) near the Bangalore Bus Station. The Karnataka State Tourism Development Corporation, 10/4, Kasturba Road, Bangalore-1, (Phone 2212901) conducts tours to places of interest in Karnataka. Several authorized travel agencies also arrange conducted tours and Bangalore

sightseeing trips. Taxies and auto rickshaw are available for quick and easy transport within the city.

Milk Supply

Milk supply in Bangalore supplemented by the Bangalore Diary, situated on the Hosur Road, through retail selling agencies and automatic milk vending machines installed in most parts of the city. The Federation of Bangalore City and Rural Districts Co-operative Milk Producers Union manage it.

Cultural Activities

Bangalore is an important center for cultural, religious and social activities. Some institutions periodical exhibitions, recitals, drama, music and dance performances, lectures, symposia, and group discussions that entertain and educate. Some of the daily programs appear 'In the City To-day' in Deccan herald, Indian Express, The Hindu, The Times of India and some Kannada dailies. Every Friday evenings (6:30 p.m.) cultural programs are arranged 'Yuvanika' State Youth Center Nrupathunga Road, Bangalore

The Cubbon Park:

Cubbon Park is spread over 300 Acers of lush green land and is completely wooded. It is a ideal place for an early morning stroll. One can also find an aquarium, museum and a art gallery within the premises of the Cubbon park. And

not to mention the library there. The best part about the Cubbon Park is that it is situated in the business hub of the city just off the Mahatma Gandhi road (MG Road).

The Lal Bagh:

Lal Bagh was built over 200 years ago by Tipu Sultan and his father over 240 Acres of land and has a variety of flora growing there, brought from all over the world. Lal Bagh is also known as the botanical gardens. The Lal Bagh rock formation is one of the oldest in the world, dating back to 3000 million years. It also has a glass house built in 1898 that was recently renovated; the glass house is inspired by the crystal palace in London and is the venue for the annual flower show.

The Ulsoor Lake:

The lake starts where Cubbon Park ends and is a striking beauty with shades of islands. It is also used by the Indian army crops for their water, exercises in the early mornings and late nights. But one can always enjoy a pleasant evening walking around the lake or go boating in it.

The Vidhana Soudha:

The Vidhana Soudha was built in 1956 and is a neo Dravidian granite building, and is the office of the chief minister of Karnataka and is the largest secretariat in India. It is an ideal place for late evening walk.

The Bangalore palace:

The Bangalore palace grounds are spread over 300 acres of land. The palace is inspired by the Windsor's castle in England, and is built in true fashion. The palace was built in 1878 by the Wodeyar kings. Within the premises of the place is a 16th century temple that is very well known for its wooden carvings and beautiful paintings on its walls.

Today the palace grounds are home to horse riding clubs, amusement parks, and go - karting circuits. The city is also known to hold many rock shows, like the coming of the legendary rock bands some of which have been: -

- Scorpions June 2001

- Pink Floyd March 2002

- Sir Elton john November 2002

- Lucky Ali September 2003

- The Rolling Stones March 2003

- Bryan Adams February 2004

Bangalore is also known for its nightlife and pubs. Mg road on which the hotel is situated is one of the arterial roads of Bangalore. Along with Brigade road, Residency road, and Commercial Street, Mg road forms the most happening 'hub' in Bangalore.

The entire zone is a shopper's paradise, with its cottage and silk emporiums, shopping arcades, handicrafts, leather and antique stores, movie halls and opera house.

To cater to the varied interest of customers, Mg road also offers life style stores, garments arcades, bookstores. This entire stretch is also famous for its pubs, restaurants, fast food outlets, coffee houses and churches.

GET AWAY

There are quite a few one day get away around Bangalore like the Nandi hills – just 60 kilometers north of the city, situated at 4850 feet above the sea level, is a small hill station and a has Bangalore only wine yard

‘The Bannerghatta National Park’:

It is just 21 kilometers away from the city. This park is a wild life museum, which is inhabited by various animals and birds. The main attraction is the lion and tiger safari.

‘Hogena Kal’:

Literally means smoking rock, it's a waterfall 180 kilometers from Bangalore.

‘Nrityagram’:

32 kilometers north from the city, Nrityagram is only dance village in India, which popularization of 7 Indian classical dances.

‘Shravan Belgola’:

It is 160 kilometers from the city, it is one of the most important Jain pilgrim center in India.

Bangalore still has an old British presence felt within the city because of the old houses, churches, racecourse and the golf courses. Even the area in Bangalore has a western touch to their names. The other hotels in the city are

- The Windsor manor and Sheraton taverns
- Le meridian
- The Oberoi
- Taj Residency
- The Leela palace
- The Taj West-End
- Grand Ashoka
- The Park

PROFILE OF THE HOTEL

The Apeejay Surrendra Group:

It is the diversified industrial and services conglomerate with operation in tea plantation's, hotels and restaurants, shipping, real estate, constructions, and information technology.



The Apeejay group was founded in 1910, driven by dynamism and vitality along with a strong commitment to traditional values, the group continues to develop and group. The Park hotels commenced operations with the opening of Park Calcutta in 1967. Today located in Bangalore, Chennai, Kolkata, Visakhapatnam, and Delhi, the hotels have achieved global standards of product quality and service excellence over 35 yrs of industrial experience.

A destination of choice per corporate and leisure travelers these hotels, due to their down town location, given easy access to key commercial and entertainment districts. Here contemporary design is embellished with tradition and trend. Our own Food and Beverage concepts create new entertainment options and intimate, personalized service which creates industry benchmark.

THE PARK HOTELS:

India's only collection of luxury boutique hotels present in Bangalore, Delhi, kolkata, Chennai and Visakhapatnam, are usual design elements inspired by the city. They attend to luxurious comfort and several special touches, making the Park hotels a refreshing and natural choice for any one looking for an inspiring downtown location with easy access to key commercial and luxury destinations.

Ms Priya Paul is the chairperson of Apeejay Surrendra Park Hotels. The Park Hotels have now become members of Design Hotels Inc. Design Hotels distinguish

themselves through innovative interior design and architecture uncomplicated services and sense for creative details.

There are around 100 properties in 36 countries that belong to the design Hotels. The Park Hotels are the only Hotels to enjoy this association in India. The design Hotels marketing service GmbH was founded in 1993 in Ausburg, Germany

THE PARK. HOTEL

YEAR OF ESTABLISHED:	1999
TYPE OF HOTEL:	5 Star Boutique Hotels
GROUP:	Apeejay Surrendra Group
ADDRESS:	14 / 7 MG Road Bangalore – 560 001
TELEPHONE:	080 559 4666
FAX:	080 559 4667
E-MAIL:	resv.blr@theparkhotels.com
WEB:	www.theparkhotels.com
TRANSPORT:	Airport – 6 km, (15 minutes by car) Railway station - 18 km, (25 minutes by car)
ACCOMODATION:	109 Guest rooms

LOCATION: Situated in the heart of the city on MG road, with easy access to the main shopping, business and entertainment centers of the city.

Extraordinary features:

- 36 Deluxe rooms, 34 Deluxe rooms with Balcony, 6 Deluxe terrace rooms, 8 Luxury rooms, 20 The residence rooms, 4 Terrace suite and 1 Premier suite. In all 109 rooms.
- Sit-outs in each balcony with deck chairs in each suite.
- The residence floor with private lounge.
- Temperature control lap-pool with outdoor lounging in colorful Gazebos.
- 24 hours room service.
- Library with a selection of books and magazines.
- Audio and video entertainment.
- Indoor games.
- Computers with high-speed connectivity.
- Original black and white photographs in the room, capturing the various moods of Bangalore.
- 24 hour travel service

- Centrally air conditioned
- Multi-lingual staff at your service 24 hours a day
- Special tours of in and around Bangalore arranged by the ‘Silk Box’ managers on request.

Facility and features in every deluxe room:

- In-room individual climate control.
- American oak wood flooring.
- Smart card electronic room key.
- In-room electronic safe.
- Well-stocked Minibar.
- Data port with high-speed internet connectivity, Voice mail
- 2-line speakerphone facility and cordless phone.
- Flat screen Sony television with full cable access.
- Leather director chairs.
- Complimentary bathrobe and slippers.
- Massage shower.
- Rain shower.
- Goose feather pillows and duvets.

- Fresh flowers.
- Non-smoking rooms available.
- Complimentary mineral water.
- Complimentary fruits.
- Complimentary newspapers and magazine.

Specialty Of The Floors:

The first floor depicts a cool expanse of water signified by the base colour of ‘aqua’ with a burst of the sun signified by dashes of ‘orange’. The next floor suggests a mountain landscape with the use of ‘iris’ with ‘pale lime’ trees providing the relief. The ‘bright Lime’ of the jungle on the third floor greets you, offset with regal ‘emperor red’ flowers. The fourth floor – The Residence – reflects elegance with ‘saffron’ denoting the desert and the oasis is reflected in splashes of ‘ultramarine blue’.

The luxury of the rooms using silk, leather, pure Oak wooden floors and glass – a mixture of materials, modern and traditional, create a unique in-room experience. A custom-made 10 inches luxurious mattress,, soft duvet and goose down pillows framed in a modern four-poster bed, dominates the room. Many rooms have balconies with deck chairs that let one recall the relaxing moments of a beachside holiday.

Services

- 24 hour one touch service for all your needs
- Currency exchange.
- Safe deposit lockers.
- Doctor on call.
- Baby sitting.
- Valet service.
- Indoor car parking.
- Laundry service.
- Banquets and meeting space.
- DVD/ FAX machine / Laptop on request.
- Secretarial service on request.

(Some of these services are only available on prior requests)

DINING FACILITY:

Monsoon: The 24-hour restaurant serving selection from costal India and South East Asia.

Number of covers: 64

i-t.alia: Critically acclaimed elegant, casual dining restaurant, serving authentic Italian food.

Number of covers: 42

i-bar: The hip lounge bar offering a Technicolor experience, opens from 1700 hours onward.

Number of covers: 94

The Residence Lounge: A 24-hour lounge situated on the fourth floor offers round the clock assisted service and serves food and beverages from the coffee shop menu.

Oak Rooms: Banquet halls with state of art audio and video equipment. Can accommodate up to 200 people for a formal gathering.

Blue Box: A private screening room, used for screening of movies and meetings. Can accommodate up to 30 people.

Aqua Zone: The health spa with a fitness center and private treatment rooms. The gym has two treadmills, a cross trainer, aerobically, multi gyms, free weights, sauna and steam rooms.

The Box: A gift shop for contemporary and luxury designer items.

TARIFF	INR	USD	EURO
Deluxe Room	7000	200	160

Operational Aspects Of The Park Hotel

Deluxe Balcony Room	8000	225	180
Deluxe Terrace Room	8250	235	188
Luxury Room	9000	250	200
The Residence	10000	300	240
Terrace Suite	14000	350	280
Premier Suite	17000	365	300

Expenditure tax 10% and Luxury Tax 12%

The above rate would be inclusive of buffet breakfast

The hotel has an unusual and distinctive design element, attention to luxury, comfort, intimate touches and personalized service this is what the Park brings to Bangalore – the four story pristine white structure with a cobbled drive way belies the luxury and flamboyance of its interiors.

The hotel is a suspended fusion of vibrant colures and landscapes of Indian ethnicity and international eloquence makes the Park a unique 109-room boutique hotel in India. The Park symbolizes style, eloquence and grandeur. The designs that adore the hotel are the creations of Conran and Partners, UK.

The Park Bangalore reflects a fusion between the rich cultural heritage of Karnataka and the fast moving IT savvy Karnataka today. Upon entering the hotel

- Mr. V. Selvem Chief Security Officer
- Mr. Amit Sabharwal Sales & Marketing Executive
- Mr. Johnson Correya Audio-Visuals Manager
- Ms Akila Raju Asst. Training Manager
- Mr. C. Solai Chief Engineer

RESEARCH AND DESIGN

OBJECTIVE:

The objective of this project is to study the operational aspects of the Five Star Luxury Hotel (The Park Hotel Bangalore) – its functions, related problems, and to suggest possible solutions.

In order to achieve the main objective of the study the following sub objectives are framed.

- To collect and review the available information on that particular page.
- To identify the various aspects dealing with day today operations of the various departments in the hotel.

- To identify the problems faced by the department in the working
- To access the solution for the existing problem.
- To access the organizational hierarchy and functional aspects of the various department in the hotel.

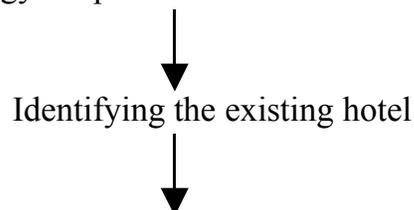
SCOPE

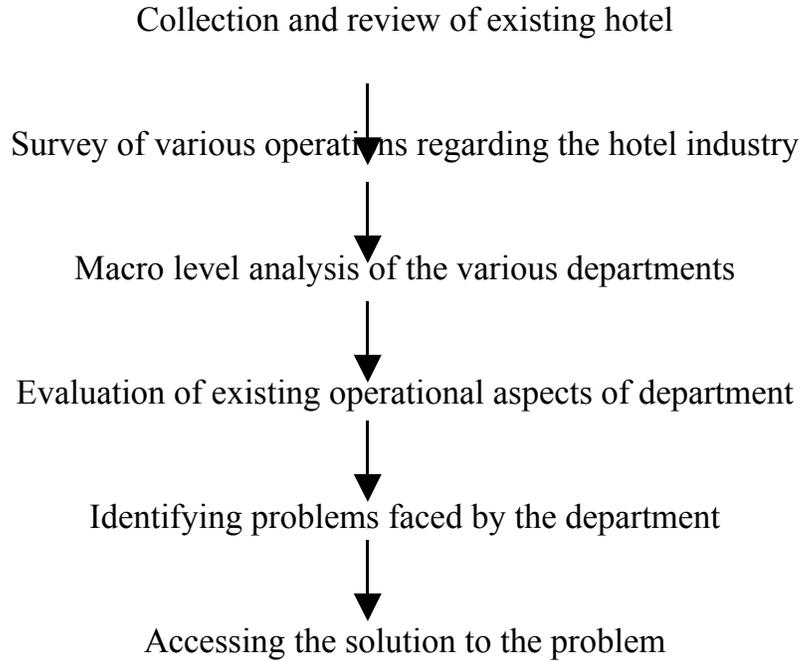
The report covers the entire operations of the modern hotel. Emphasizing on the following areas.

- Purpose, role and function of each department.
- Departmental hierarchy and interdepartmental co ordination.
- Key system and procedure adopted for different activities.
- Management information system for each department.

METHEDOLOGY

The methodology adopted is shown below diagrammatically.





The various data collected during the study are classified into two categories.

1. Primary data
2. Secondary data

Primary data: -

This was collected during the industrial exposure training in various department of the hotel through interaction with the hotel personnel.

Secondary data: -

Data from brochures published by the hotel, departments of tourism and from current data on the status of accommodation and facilities offered, collected from various magazines, journals and newspapers etc.

LIMITATIONS

1. The data collected by interviewing may not necessary be correct as there may be managerial secrets and to hide this the personnel may give wrong information
2. The hoteliers were found to be reluctant to provide all the information regarding financial aspects of the hotel.
3. The technical aspect is usually not discussed and may not have been dealt with.
4. Certain facts and figures are likely to change owing to the time lag between the collection stage and presentation stage.
5. The coverage attempted in this study is as per the Bangalore university requires and as per the curriculum.

FRONT OFFICE

The mere mention of the word hotel conjures up exciting images, a busy lobby filled with international dignitaries, celebrities, and large exceptions, business person, family vacationers, etc. The excitement that you put in a hotel lobby is something one will remember forever in his/her career.

This is the beginning of understanding the concept of providing hospitality to guests. As we begin to grasp the principles of a well-operated hotel, we discover the important role the Front Office plays in keeping this excitement intact.

The Front Office is the nerve center of a hotel property. Selling of rooms, communication and accounting are the most important function of the front desk employees. Executive communication with guest's employees of other department within the hotel paramount is projecting a hospitable in

projecting a hospitable image. Answering guest inquiries about hotel services and other guests, marketing and sales department request for information on guest room availability and housekeeping department inquiries concerning guest reservation are some of the routine tasks performed almost constantly by a hotel front office in its role as a communication hub.

The accounting procedures involving charges to registered and non-registered hotel guests accounts are also very important in hospitality field. Itemized charges are necessary to show breakdown of charges if a guest questions a bill.

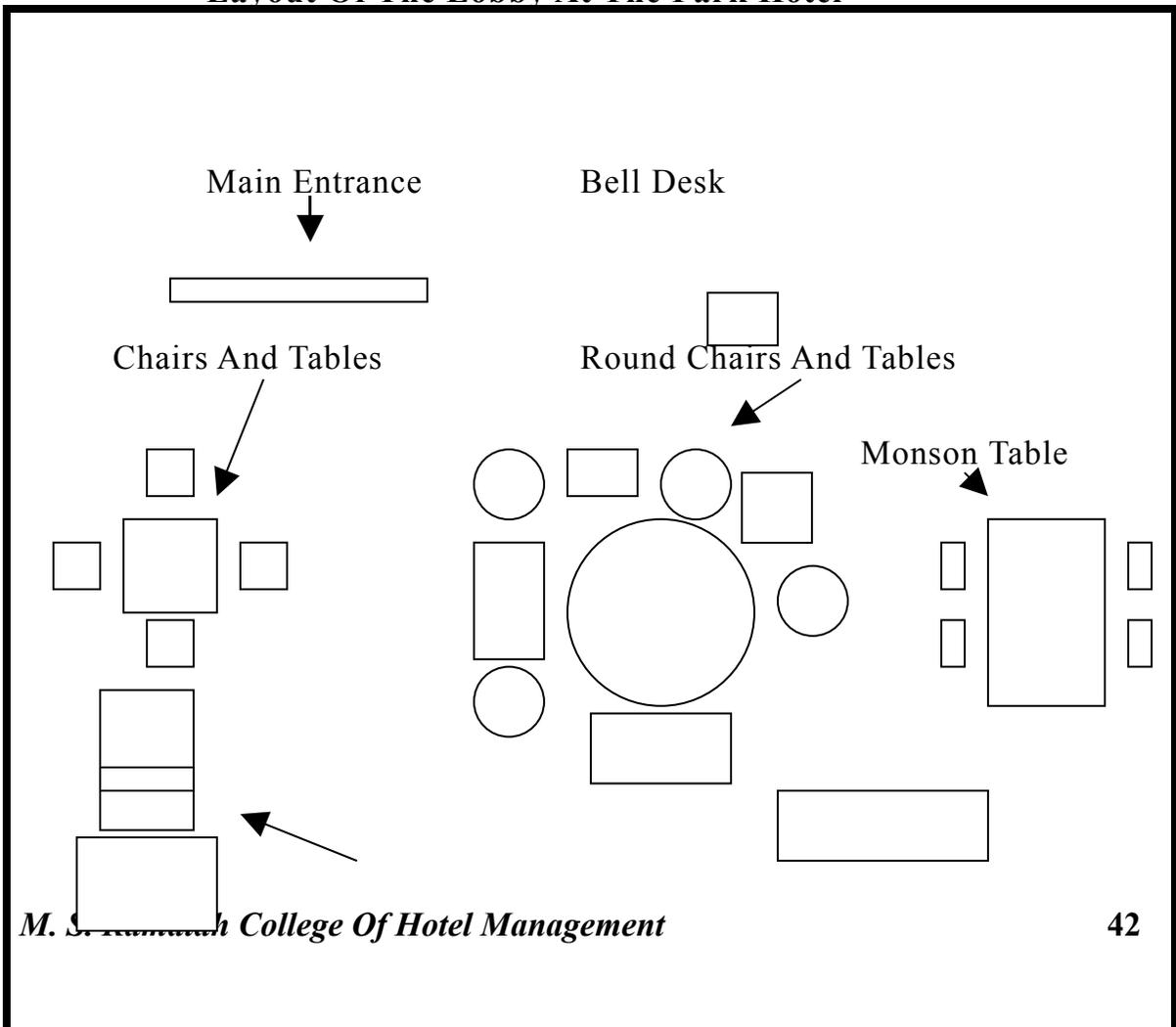
The very fact that role of general manager contributes to more than 50% of the revenue makes the front office of a hotel a position of great importance. The profit percentage from the sale of rooms is very high.

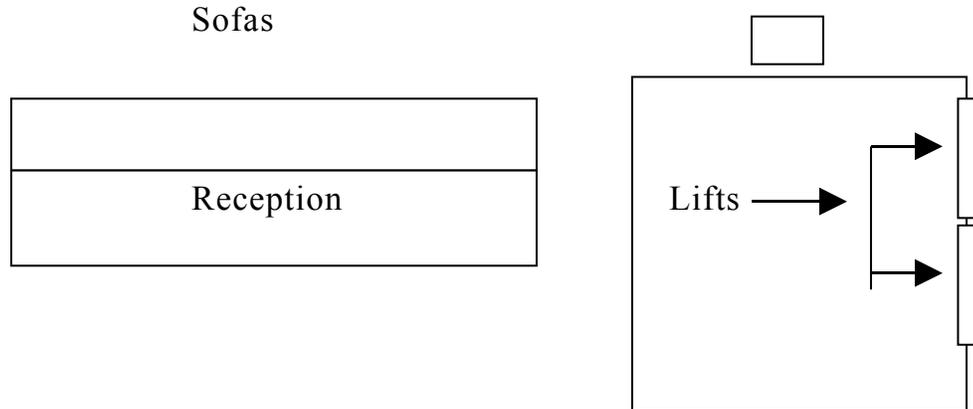
In addition to this it plays a role of image building for the hotel, as it is the first and last point of contact of the guest. If one takes notice of each component of the role of the front office, one could have a better perception of the department.

Front office is the nerve center of the hotel. The guests get a first impression about the efficiency of the hotel through the front office. The front office desk is usually the focal point of activity for the front office and is prominently located in the hotel's lobby. The front office staff has more contact with guest than any other hotel staff. A hotel derives its major income from the sale of rooms to guests who are seeking accommodation in a specific location. General managers are perishable commodity because a room not

sold on a particular day is a loss to the hotel. Hence the primary task of the front office is to maximize reservation and optimize occupancy. Guest comes to the front desk register and receives room assign to them, to inquire about available services, facilities and information about other cities, or surrounding areas. The front office often serves as the hotel control center for guest requests concerning housekeeping. Also it becomes the base of operations during emergency such as fire or injury to guests.

Layout Of The Lobby At The Park Hotel





The selling of room is done through a systematic method of reservation, registration and assigning of rooms.

In general the functions of the front office includes:

- Selling and assigning of rooms to guests.
- Providing information about the hotel and surroundings.
- Planning accurate room status information.

Shift timings of the front office department:

Morning Shift is from 7 a.m. to 4 p.m.

Afternoon Shift is from 1 p.m. to 10 p.m.

Night Shift is from 10 p.m. to 7 a.m.

Function of the front office department at the Park, Bangalore include

1. To sell guest room.
 - Accept and process reservations.
 - Handle walk-in.
 - Perform registration.
 - Assigning of room
2. Provide information on hotel service
 - Concerning internal hotel operations
 - About external events and locations.
3. Coordinate guest service
 - Act as a liaison between front and back office area.
 - Handle guest problem
 - Currency exchange.
 - Handling guests calls, mails and managers.
4. Chart room status
 - Coordinate room status with housekeeping
 - Occupied
 - On change.
 - Out of order.

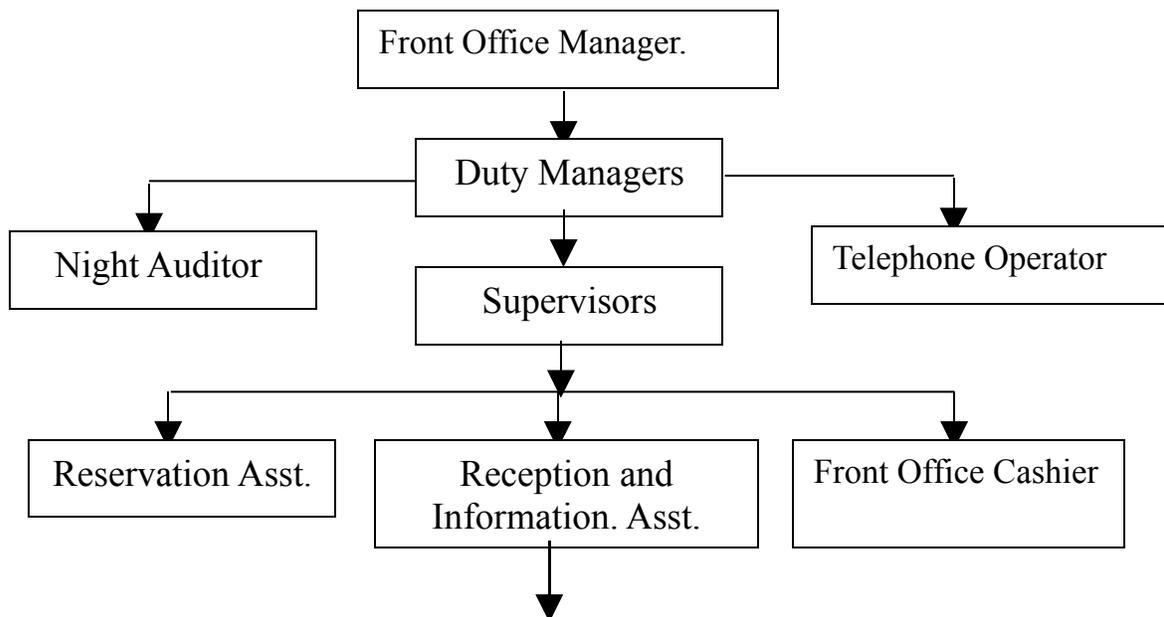
- Vacant.
 - Departure.
5. Maintain guest account
- Construction of guest folios.
 - Pasting charges onto the folio and updating the folio.
 - Supervision of credit levels.
 - Documentation of guest transaction.
6. Settlement of guest account
- Settlement of guest folio.
 - Perform check out procedure
7. Construct guest history
- Record the guest personal data for future reference to marketing.

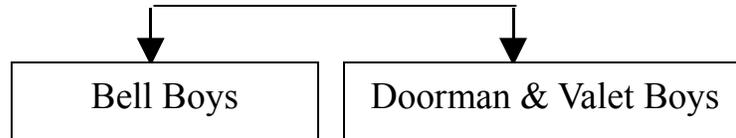
The following sections of the front office carry out the above-mentioned operations:

- Reservation
- Reception

- Information
- Bell desk
- Cash
- Telephones
- Hospitality desk (Guest Relations)

Hierarchy of Front Office Department





ATTRIBUTES OF FRONT OFFICE PERSONAL

- **Salesman ship**

They must be capable to motivate the guest to spend more on the hotel facilities.

- **Problem Solvers**

Guest invariable approach the reception staff incase they have a problem or a complaint. The front office staff must be diplomatic and resourceful to solve the problem at the shortest possible time.

- **Reference point**

Guest who wants information comes to the reception with their queries.

- **Image builders**

They can definitely generate a good image for the establishment in their manner of dress, communication, personal conduct and efficiency.

- **Personal Grooming and Hygiene**

They should have a very high sense of personal hygiene and also must be very well groomed at all times. Since they are exposed to the guest at all times, a clean image helps to portray a good image.

- **Self Confident**

It is usually as front office personal meet guest of different countries, states and cultures. They should feel comfortable and confident while dealing with these people.

- **Good communication Skills**

Their speech must be clear and language must be correct. It is preferable that front office staff knows more than one language. Knowing foreign languages is an added advantage as it helps in dealing with foreign guest in their own language.

- **Diplomacy and Tactfulness**

This is a great attribute required often, because there are situations when guests are irritated over a particular situation or a problem. A diplomatic dealing helps in diffusing the problem instantly.

- **Ability to remember names and Faces**

This single attribute decides the good from the average, amongst the front office staff. Every individual has an ego and his/her name is most precious to him or her. If front office staff can call most of the guest by their names this can flatter them.

- **Good Manners**

As a hotel is a meeting place for social elites all the grace and etiquette association with good society come into play. They're wishing the guest at all times and thanking them is the basic etiquette shown.

- **Quick Decision Making**

Guest often approach the front office with problems and requests front office must be able to decide quickly a converse of action that satisfies the guest at the same time keeping the interacts of the establishments alive.

JOB DESCRIPTION

The job of a front office personal starts with selling accommodation and ends with settling their bills. In between this they have various jobs like receiving and welcoming the guest, registering a guest, providing information to the guest etc.

To accomplish all this there is certain techniques to be followed which ensures the smooth and efficient functioning of the front office department. Therefore it has to be made very clear to an employee as to what he or she has to do. This is done with the help of job description and job specification.

In other words job description is a written description of the job to be performed in a particular position. It is like a relative guide that specifies the duties and responsibility of a person in a particular position.

DUTIES OF FRONT OFFICE PERSONAL

Duty Manager

- Takes over duties from the front office manager and is the overall in charge of the hotel during night shift.
- Authorities VPO's (Visitors paid out).
- Coordinates with airport authorities and representatives.
- Keeps account of guest accounts that have exceeded the credit limit.
- Responsible for well fare and security of guests and staff.
- Authorities walk-in guests and takes an advance from them in the form of partial payment for their stay.
- Welcoming VIPs and CIPs (Commercially Important Person) and also does public relation.
- Keep a check on scanty baggage guests and bills on hold guest.

Front Office Assistants

(Receptionist, Information Assistants, Telephone Operators, Cashiers and Reservation Assistant)

- Taking guest calls promptly, registration and assigning of rooms.
- Assists in pre-registration and blocking of rooms for guests.
- Thoroughly understands and adheres to proper credit, cheque and cash handling procedures.
- Understands room status and room status tracking.
- Knows room vocation type of room available and room rack rates.
- Uses suggestive selling techniques for selling rooms and to promote other services of the hotel.
- Coordinates room status exports, updates, with the housekeeping department.
- Must know how to use front office equipments.
- Uses proper telephone etiquette and use proper mail, package and message handling procedures.
- Reports any unusual occurrence or requests to the duty manager.

- Knows all safety and emergency procedures and must be aware of accident prevention policies.
- Knows the credit policy of the hotel and must know how to code each reservation.
- Understands the hotels policy on guarantee reservation and no show.
- Make sure the all files and reports are kept up-to-date.
- Must be able to handle guest folio and past all transaction onto the folio properly and accurately.
- Must log all wake up calls requests and perform wakeup call service.
- Provide information about guest service to the guest.
- Provide paging service for hotel guests and employees.
- Must know what action is to be taken when an emergency call is requested or received.
- Must memorize all the telephones extensions in the hotel.

FRONT OFFICE OPERATIONS

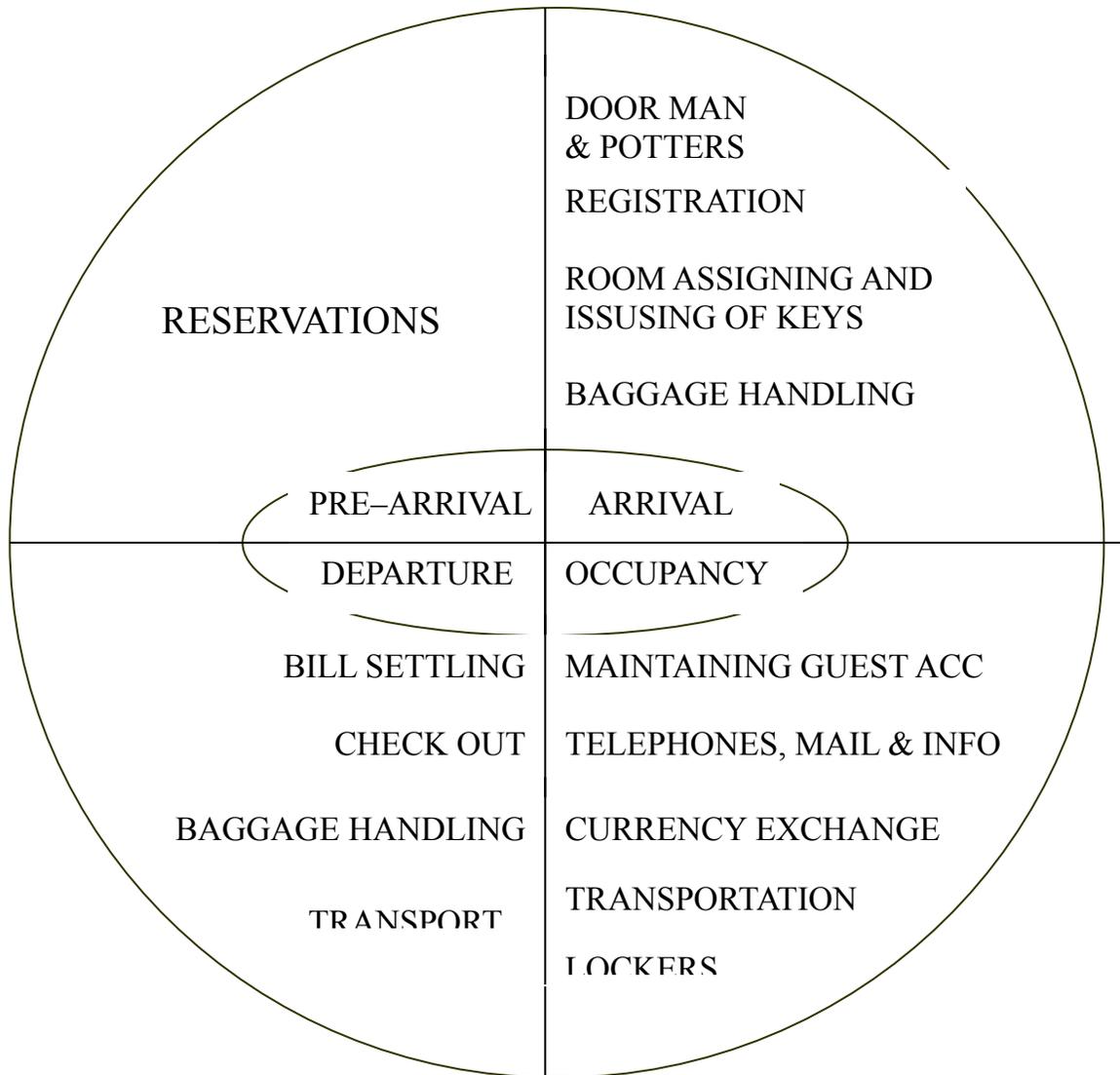
Like any other hotel the front office department of The Park hotel plays a key role in revenue generation as it contributes to more than 57% of the hotel revenue generated, only through the sale of rooms.

The smooth and efficient working of the front office department is only achieved through coordination between the different sections of the front office department. The main function of the front office department is to support and facilitate guest transactions and services.

This takes place in four different stages during the guest stay, namely: -

1. Pre Arrival.
2. Arrival.
3. Occupancy.
4. Departure.

THE GUEST CYCLE



PRE-ARRIVAL

Reservation: -

An advance request is notification for an available room for same time in future is defined as “reservation”. The reservation process consists of

receiving documenting and analyzing requests for rooms. To ensure that the hotel has sufficient and accurate status by which it can evaluate the reservation request, a reservation procedure is followed.

This process is concerned with: -

Matching room request against available room space.

Maintaining a reservation record.

The reservation system fulfills the following objectives: -

To provide room to every guest.

To provide the hotel with 100% occupancy.

Requests for reservation can be made by various modes: -

Telephones.

Courier.

Telex.

In-person.

Telegram.

Fax.

E-mail.

And sources for reservation are: -

Airlines.

Wholesale tour operators.

Travel agents.

Companies and commercial business houses.

Free individual travelers.

Embassies / consulates / institutions.

C R O's or Central Reservation Offices also known as The Park marketing offices are located in the following cities: -

Kolkatta.

New Delhi.

Bangalore.

Mumbai.

Chennai.

Hydrabad.

Shifts

The reservation department works from 09.00 am to 06.00 pm throughout the week, except on Sundays. On Sundays the reception handles reservations on behalf of the reservation department.

The reservation department comes directly under the supervisors of the duty managers.

Reception

The reception is made up of the information and cashier sections. It is the most visible segment of the front office and is located in the lobby. The functions of the reception are: -

Registration: -

When the hotel already has acquired data of the guest, which was taken down during reservation. The data is fill up in a registration card before the arrival of the guest this is known as pre-registration.

A regular registration is when a guest on arrival is given a blank registration form to fill-up and sign. This is mainly applicable to walk-ins.

Cashiering: -

The following are the main function of the cashier at the front office:

- To maintain and check all guest transaction.
- To maintain and update guest folio.
- To collect payment for all guest transactions.
- To settle guest bills upon departure.
- To pay petit cash on behalf of the guests and make visitors paid out voucher for it.
- En cash foreign exchange as per FERA.
- Control over safety deposits lockers.
- Transfer account into cash envelope at the end of the shift.

Night Reception

To check all the reserve correspondence for the night shift and see whether reservation slips have been made.

Follow up on any special instructions for any expected guests.

Collect and dispatch forms required to be sent to FRRO.

Make crew sheet of airline crew staying in the hotel.

Prepare VIP arrival and VIPs in-house list.

Prepare movement list.

Night Auditing

The duty managers do the night auditing at The Park. He complies and audits all reserve transactions by reconciling the revenue statement of all revenue outlets with a view to prepare a daily report of the days business called summary transcript or the daily sales summary or the tabular ledger. The basic formula to prove a transcript ultimately is:

[Balance Brought Forward + Today's Charges] = [Balance Carried Forward + Today's Credit]

A night auditor's day extends from midnight of a particular calendar day to midnight of the next calendar day.

Check-in Procedures

The check in procedure starts from when the guest arrives at the reception desk and the receptionist greets him with the time of the day and find out the guest has a reservation.

- a. If yes, then register him.
- b. If enquire, for what kind of an accommodation he wants and check for the availability and quote rate.
- c. If agreed register the guest and if not suggested an alternative type of accommodation.

- d. If not agreed suggest the guest another hotel of the same standard to that of your hotel.
- e. Confirm the length to stay during registration.
- f. Collect the deposit from the guest and give the receipts.
- g. Fill the key card and by the finest.
- h. Call the bellboy and ask him to escort to escort the guest to his room.
- i. The bellboy acts as a salesman as the markets he products of the hotels.

Check Out Procedure

As with arrival certain basic procedures are followed at the guest's departure:

- 1. As soon as the guest comes for a checkout, the cashier contacts the operator and gives the room number. The operator does group paging to the concerned floor housekeeping and lobby manager.
- 2. The butler checks consumption of mini bar, which can then be charged to the guest housekeeping, incase of missing items and the lobby manager for specific billing instructions.
- 3. The billing office will check that all charge and payments have been posted to the guest account and have ready to present to the guest at checkout.

4. The cashier will ensure that any valuables left in the hotels safe or in a safety deposit box are handed to the guest and that the guest signs the receipt and returns the safety deposits box key.
5. A print out of the guest bill is taken after all charges are posted. Mini bar is posted separately. The bill has folios which means like charges are posted together. The bill has 3 copies, in which 1 is given to the guest and the remaining 2 are retained with the cashier.
6. Bell captain will have the ready to handle luggage. Some hotels give a luggage clearance slip when the accounts settled and the bell captain will clear luggage on receipt of the slip. He will then check departing guests of his departure list.
7. When the room has been checked and cleared the housekeeping will checkout-going guests off the departure list.
8. Once the account is settled. Key is handed and luggage cleared the guest depart with a warm invitation to return.

TELEPHONE

Every hotel regardless of its size and situation has a telephone board or telephone exchange. The larger the establishment the greater will be the need for outgoing lines and greater will be the internal extension.

It is very often that the first and only contact a person has with the hotel is by a telephone. The manner and speed with which the call is handled have lasting impressions either good or bad on the guests mind. Therefore it is of utmost value for a telephone operator to promptly attend to all the calls with clear and friendly voice. The tone of which should indicate cheerfulness, courtesy and politeness.

The original structure of the telephone exchange normally consists of a telephone supervisor, telephone operator and telephone technicians. The department comes under the direct control of the Front Office Manager. The number of staff depends on a number of staff depend on a number of facts including the size of the hotel and workload.

The switchboard used at The Park was EPABX – i.e. Electronic Private Automatic Branch Exchange, which was manned by two telephone operators at all times. The operators came under the direct supervision of the front office manager.

Shifts: -

07.00 am to 04.00 pm

03.00 pm to midnight

BELL DESK

Bell Desk works in close contact with the reception. The various work performed by the people working at Bell Desk is: -

- Carry guest baggage at the time of arrival.
- Carry guest baggage into guest room and explain all controls in the room to the guest.
- Issue postage against cash to guest.
- Deliver guest baggage to 'left luggage' room if required.
- Check the guest room to validate the discrepancy report.
- A Page guest in lobby area is required.

Duty of bell staff: -

1. When the Guest arrives, the doorman informs the bell captain for bell boy.
2. The bell boy should wish the guest, collect his baggage, bring into the lobby via the entrance and place the luggage at the bell desk bell boy waits for the guest to register.
3. The information counter at the front office will indicate that the room by handing over the errand card, which mentions the room no.
4. Head the guest to his room along with the baggage.

5. The Bell boy should open the door of the guest room and let the Guest enter first the guest is told about the floor – lights, channel music, air conditions.
6. Report back to the Bell desk.

HOUSEKEEPING

INTRODUCTION

In The Park, the housekeeping department is one of the key departments and employs a large no. of people. The housekeeping department has the great responsibility of taking and upkeep of the various departments and different areas of the property and covers a wide area.

It coordinates with other departments to ensure the smoother functioning of the establishment. Though it is not a direct source of revenue, its contribution to the operation of the hotel is critical and cannot be ignored. It is the housekeeping department, which makes the stay of a guest in the hotel 'comfortable' by creating a warm and homely atmosphere. It caters to the guests requirements and provides the necessities in the right shape and order.

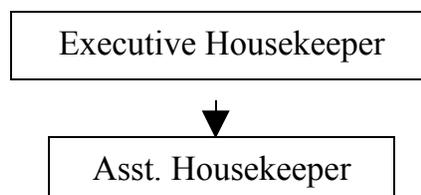
After the front office, this is the most important area which creates a long and lasting impression upon the guest and can influence the guest to patronize the particular hotel time and again. An incomplete housekeeping department of any hotel can detract guest & loose clientele & Consequently the revenue. So, the housekeeping department in a hotel is responsible for the cleanliness, maintenance and aesthetic upkeep of the hotel. The role of housekeeping is to keep clean, comfortable and safe house.

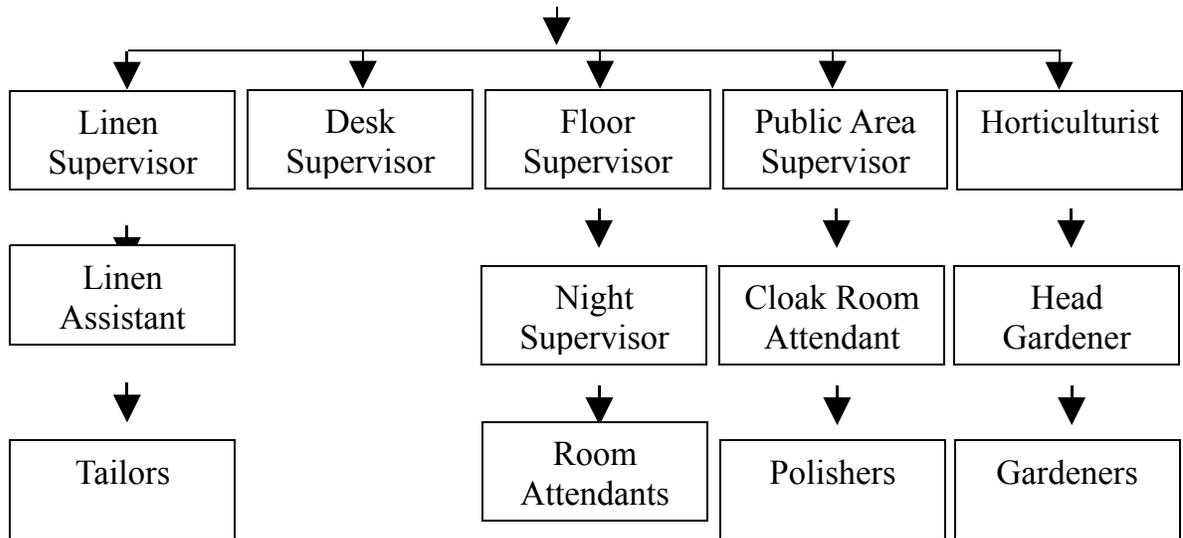
AREAS COVERED UNDER HOUSEKEEPING DEPARTMENT

1. Housekeeping Control Desk.
2. Guest Room.
3. Public Area.
4. Linen Supply / Room.

5. Laundry.
6. Uniform Issuing Room.
7. Horticulture
8. Florist.
9. Lost and Found.
10. Stores.

HIERARCHY OF HOUSEKEEPING





JOB DESCRIPTION

EXECUTIVE HOUSEKEEPER

1. Supervises and is responsible for the cleanliness order and appearance of the hotel rooms and public areas.
2. Prepare reports when required.
3. Participate in all department head meetings.

4. Train all employees to perform the standard procedures as applicable to their position.
5. Work closely with the general managers on a day to day housekeeping requirements.
6. Prepare the annual housekeeping budget and submit it to the general manager.'

HOUSEKEEPING SUPERVISOR

Public Areas: -

1. Check all public areas against checklist and see that they meet the standard of cleanliness stipulated.
2. Remove furniture, fixtures and curtains, which require repairs, mending, spotting, washing etc.
3. Prepare a schedule for the cleanliness crew.
4. Train all new recruits.
5. Account for furniture movement & inspect staff turnout.

Floors: -

1. Assign duties to floor housemen and room attendants.
2. Inspect staff turnout.

3. Check all safety systems on the allocated floor.
4. Train room attendants and house-men for maximum productivity and standards.
5. Records lost and found items as per laid down norms.

UNIFORM / LINEN SUPERVISOR

1. Check periodically the conditions of uniform and hotel linen.
2. Assign daily works to tailors.
3. Train the staff to perform their duties efficiently and effectively.
4. Ensure that the linen uniforms, material are neatly and systematically stocked and arranged.
5. Ensure that the linen room is kept neat and clean.
6. Coordinate with the laundry department to ensure timely supply of fresh uniforms and linen.

IMPORTANCE OF HOUSEKEEPING

The housekeeping department has the responsibility for the only and daily and periodic cleaning of the guest rooms and public areas. Consequently, the

department has in case then and furnishing carpets and furniture beds and bedding and sometimes laundry work for the guests and other department.

In all its work the aims of housekeeping department is to maintain a standard which are constant with good housekeeping practice and which are reflected through satisfied guest.

Among other aspects of hotel life, comfortable guest room and efficient provision of service are assessed by guest who can do influence potential customers. The reputation of the residential establishment also depends upon the efficiency and loyalty of staff.

Ten Rules for Leadership Quality in Housekeeping:

1. Utilize the manpower effectively.
2. To devise easy methods to do work.
3. To develop standard procedure for routine activities.
4. Install inventory controls.
5. To motivate all type of labour.
6. Accept all challenges management proposes.
7. To involve employees in planning.
8. Increase education level of the staff.
9. Setup recruitment program into find out development management trainees.

10. Cooperate and coordinate with other departmental managers.

INTER-DEPARTMENTAL RELATIONSHIP OF HOUSEKEEPING

DEPARTMENT

Cooperation with all other departments in the hotel is at almost important for the smooth running of the housekeeping department.

Front Office: -

The work of the two departments is closely allied and each must understand the other problems. The front office should inform the housekeeping in advance regarding required rooms other special in advance regarding requirements. Of rooms other special in advance regarding rivals departure of the etc. the department should try to keep the rooms ready as soon as possible. Housekeeping department informs the front office regarding list well found property.

Maintenance and Engineering Department: -

In the course of the day the assistant housekeeper find many items requiring attention, such as dripping taps, leaking pipes, fused bulbs or AC and working on should report these faults immediately into the maintenance department immediately remedy comes for all such problems if good relations and between the two departments. Housekeeping department forms the maintenance of all minor reports required before a major breakdown occurs.

Food and Beverage Department: -

Cooperation is required with regard to linen used in restaurant. The linen keeper should ensure sufficient stock of linen for restaurant & their timely supply. The restaurant manager should ensure to misuse of linen.

Security Department: -

The housekeeping staff bears heavy responsibility of guest their belongings and the hotel as a whole in concern. This must be made aware to member of the housekeeping staff. Cooperation here will be mainly concerned with the prevention of fire, thefts etc.

Laundry: -

Some hotels maintain their own laundry and other operators. In other cases, close team is necessary. The housekeeping department can facilitate the exchange by asking for easy identification and strong out badly stored linen. During full occupancy needs a turnover linen from the laundry.

Purchase Department: -

The department usually buys all the cleaning materials and guest supplies and issues then who required. The relation of these functions to the

housekeeping and purchase manager must pool in their knowledge together to consider the characteristics, cost and availability of the products. These products are taken in bulk sum order.

SYSTEMS AND PROCEDURES

a. Briefing Staff: -

All the staff will be informed prior regarding the briefing timings. In most of the hotels it will be at the end of shift. And all the staff should be present. The points discussed will be problems and suggestions of work and also guest complaints, staff conflict etc. and will be solved and also check the performance level and skill of the staff and do the rectification's based on problems and ultimately to maintain standards. Apart from this grooming, is also checked.

b. Key Handling: -

Handling of keys is one of the very important functions of the housekeeping & if is not handled property, it will end up in lot of problems.

c. Cleaning and Seating of Pantry and Trolley: -

Pantry is cleaned thoroughly once in a week. The pantry will be scrubbed, mopped & all supplies & amenities are arranged & vacuum cleaner is cleaned and also the dusting of the pantry is done. Trolley will be completely emptied

and cleaned all the supplies are taken out, dust well and new base sheets on all shelves place and then all amenities are arranged well in order.

d. Collection of Flowers: -

Flower requirements will be informed in advance prior to the day of requirement for both guest rooms and public area. In the evening fresh flowers is received for making arrangements and they are made in the evening for the next day and few are made on the commencing day and the florist will make the required bouquets etc. and keep it ready.

e. Maintenance Complaints: -

The floor boys are supervisor on duty will inform the desk about the repairs that need to be attended and desk supervisors register them in the complaint register and inform respective department with proper detail as room number, no. of complaints and also re-checks after every 4 hours about the progress of work.

f. Cleaning of Public Areas: -

Public areas are cleaned daily as the guest often uses it very frequently. Public areas are toilets, lobby, elevators, staircase, reception, restaurants etc. Which will be scrubbed and cleaned in the night and bracing is also done along with dusting of tables, lamps, doors, etc. and occasionally swimming pool, health club etc. will be spring cleaned once in 15 days.

g. Handling Guest Complaints: -

In receiving guest complaints from the guest, first of all it will be entered in the guest complaint register with details of complaints & will be informed to the respected dept. and the name of the person who received the complaint is entered in the register and complaints will be rectified.

h. Indenting, Storing and Receiving: -

Supplies will be indented to store through indent book, which contains details as – serial no., description, quantity required, quantity, issued, signature and date of the head of the department has to sign on it before giving it to stores. Once supplies are received it is stored and on the request issued and generally will be issued once in a week and record is maintained for every issue.

i. Replenishing Supplies in Guest Rooms and Public Areas: -

Guest rooms: soap, shampoo, tissue, moisturizes, shaving kit, toothpaste and brush, toilet roll, matchbox, candle, letterhead, envelopes, guest comment cards, welcoming letter, sewing kit, business kit, laundry bags, coasters, glass covers, shoe shine, gargle glass, ashtrays, candle stand, scratching pad, pen, telephone directory of hotel, hotel description of facilities, coffee sachets, tea bags, sugar, creamer, bathmat, toweling, slippers, dental kit, for your care kit.

EQUIPMENTS USED IN HOUSEKEEPING

1. Vacuum Cleaner: -

Used to clean carpet, skirting, windows and curtains and floor, cleaning upholstery and maintain cleanliness and avoid dust in room and other hotel areas.

2. **Scrubbing Machine: -**

It is used for scrubbing floor and polish them and it is very convenient to use and speed to finish work and manpower is less required and efficiency in cleaning and drying floors in extremely high.

3. **Iron Box: -**

It is used for ironing clothes of guests and as well as of the staff.

4. **Washing Machine: -**

It is used for washing clothes of the guests and staff and also for express laundry delivery it is used for.

5. **Shampooing Machine: -**

This is used for shampooing carpets, upholstery etc. which cleans and gives a new fresh look.

6. **Scrubber: -**

These are used for scrubbing floor and remove stains and later squeezed and mopping is done.

7. **Squeezer: -**

It is used to remove excess water and direct towards gutter / trap and helps in mopping floors.

8. **Mop Stick: -**

It is used to mop floor with the remaining water after scrubbing and squeezing. It helps in drying floor faster as it spreads water.

Cleaning Agents Used:

1. Soap Oil : Used for scrubbing floors.
2. Dettol: To disinfect telephone instruments.
3. Harpic : To clean water closet.
4. Vim Powder: To clean glass, flasks etc.
5. Ariel / Surf : To wash clothes.
6. Phenol : To disinfect floor.

FORMS, FORMATS AND REGISTERS MAINTAINED

1. Service Register
2. Guest Complaint Book
3. Staff Placement Book
4. Store Indent Book
5. Attendance Register

6. Key Register
7. Departure Register
8. Discrepancy Report
9. Lost and Found Registers
10. Laundry Slip
11. Guest Comment Card
12. Duty Roster
13. Occupancy Report
14. Room Boy / Maid Slip

FOOD & BEVERAGE PRODUCTION

CULINARY HISTORY:

History of culinary arts dates very back into civilization. Cooking is very much a child and its time constantly adapting to new requirements to the taste and society. Since the ties with civilization have been very close, food has

always demanded human attention, whether for survival or for gaining social status or wealth, travel, trade, socioeconomic and geographical changes began to flourish in the lots.

Track by sea and road gave rise to markets and besides agriculture, spices, condiments and fruits were traded regularly introducing new ingredients into their cooking.

During the Middle Ages food presented itself as a major force in both cultural and political advancement. Monarchists became extremely influential as center of agriculture and trade providing dependable food and shelter. The Renaissance and European civilization brought wide spread literacy and importance to food and its services.

INTRODUCTION

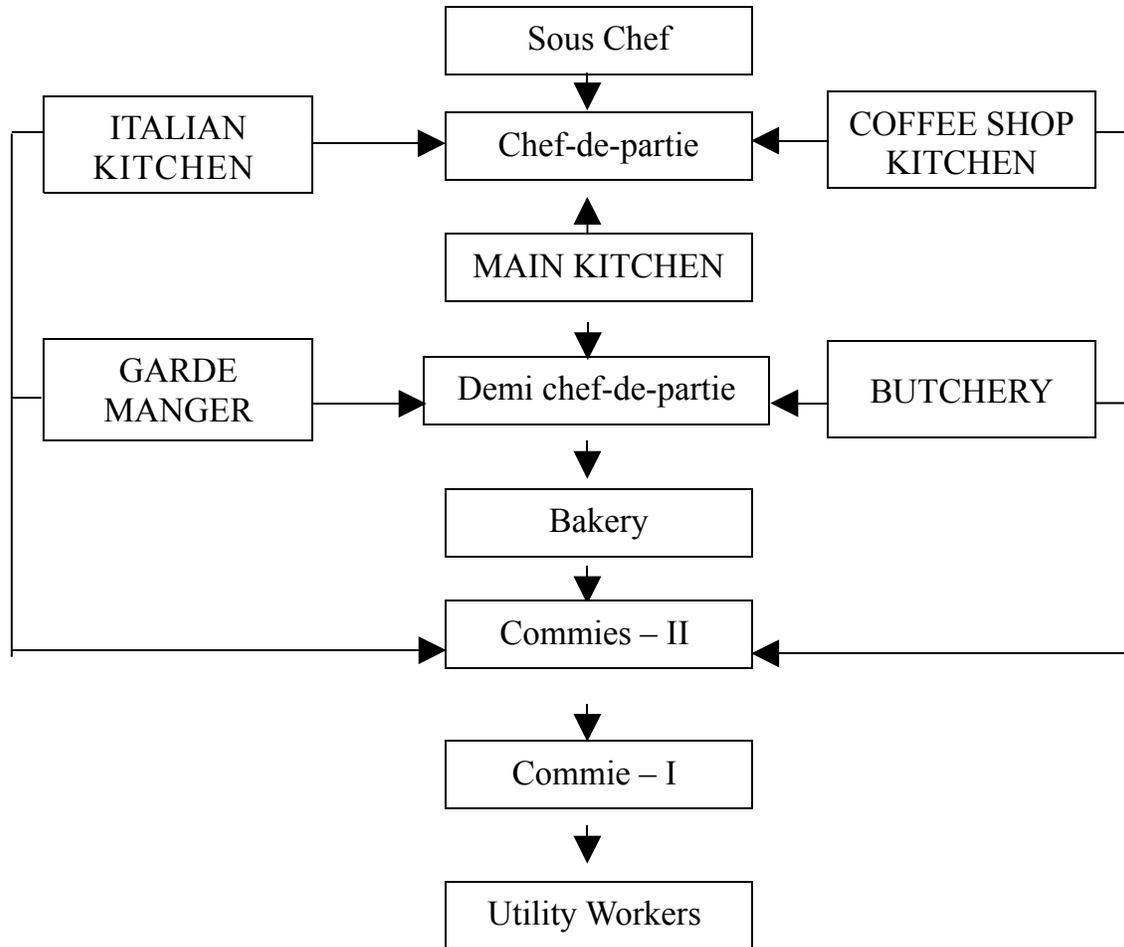
The kitchen at The Park is one of the most important department. They provide good food not only to the guest but also the employees. The kitchen at the hotel is small but efficient and very systematically planned one. It caters to the banquets, room service, Monsoon and i-bar. Monsoon and i-t.alia have their very own small kitchen to. The department involves quality food production but also good costing, portion controls and identifying of raw materials. The kitchen

staff is geared up to provide the best products so that the best products so the guest paying for it is satisfied and leaves with a good intention of returning again. At The Park the kitchen is divided into the following departments to ease the work and improve the efficiency.

- Garde Manger
- Butchery
- Main Kitchen – Tandoor, Banquet Kitchen
- Bakery and Confectionery
- Coffee Shop Kitchen
- Pantry
- Staff Cafeteria Kitchen

HIERARCHY OF THE PARK KITCHEN





ROLE OF THE CHEF `S IN THE KITCHEN

- The executive chef helps designing the department in planning of the kitchen. He also sits and discusses the names, themes and concepts for Boutlets.

- He also decides on the food and beverage budget with the F&B Manager, also together discusses on the promotions. He also develops new concoctions tastes and decides on its price with context to it being a part of the menu.
- The chef is also involved in making standard purchase recipes, training and developing staff, checking the roaster made by the person assistant to the executive chef and assigning chefs on duty to the Sous chefs.
- He also overlooks the indent sheets and counter signs it. It is only after he has gone through, the indent can be sent to the purchase department.
- He keeps a constant vigilance at the kitchen and checks the hygiene standards. He takes into account the banquet function sale and also his coordination with different department heads.
- The executive chef is also a 'crisis manager' and helps ascertaining the food recycling and ascertains the frequent changes on the menu according to whatever is available.

The chef also conducts food trails and menu trials, and is involved in determining food cost percentage at acceptable levels.

SYSTEMS IN KITCHEN

The food in the kitchen is only given against the receipt i.e. the (KOT) kitchen order ticket.

A kitchen order ticket copy has to be received before hand serving of a portion or per matter even preparation of food begins. The F&B service prepares the KOT in triplicate copy, one is given to the kitchen, one to the cashier and one is kept with him.

In the kitchen upon reading the KOT the barker or the chefs take the order and the food is prepared accordingly.

There 3 racks of KOT to be placed, when the KOT is received it is placed on the lowest rack, when the order is being placed to the chef-de-partie, it comes to the middle rack and finally at the pick up time it is placed on the top rack.

After the food has been dispatched the KOT is put away separately which is checked by the F&B controls and tallied with the cashiers copy of the KOT. This helps in keeping an account of the food sold and controlling pilferage.

KITCHEN STORES

The kitchen has both perishable and non-perishable items. The stores are picked up on a daily basis with accordance to the raw material on that particular day.

The store requisition book is filled at the end of the 1st shift for the requisition of the next day.

Every kitchen has their very own walk-in coolers. The main kitchen has two, one walk-in maintained for raw materials like fresh fruit, vegetables, and the other is for cooked food and milk products.

The indenting for the purchase of raw materials from outside, is done with a help of requisitions there fore the requisitions have to be given one day in advance. Vegetables are ordered from one seller who supplies, fresh and frozen vegetables to the hotel along with dry fruits, pulses etc.

INTERDEPARTMENTAL TRANSFER

Whenever the food transaction occurs between two departments in the kitchen, the store is always informed. This generally takes place when the butchery items are supplied to other kitchen like the room service, continental kitchen, staff cafeteria etc.

The different departments of the Kitchen at the park include the following: -

PANTRY

The pantry is operational 24 hours a day and has three shifts the shifts are as follow: -

1st Shift is from 07.00 hours to 16.00 hours.

2nd Shift is from 15.00 hours to 00.00 hours.

3rd Shift is from 22.30 hours to 07.30 hours.

The pantry is a part of the coffee shop kitchen. It is generally involved with making of sandwiches, burgers, fries, chats and fruit juices. The pantries busy hours are breakfast from 07.00 am to 10 am in the morning.

The Sous chef checks the quality of food as well as the neatness of the work area every day during their rounds. The general policy followed is FIFO, which means first in first out, this minimizes the wastage and to a certain extent pilferage can be controlled.

GARDE MANGER

The Garde manger deals with the making of different types of salads, dressing, cold cuts, vegetable carving, sauces etc.

The Garde manger is one section where the preparation should be accurate, the vegetable sizes; cut etc. should be uniform and appetizing according to the type of preparation. The Garde manger prepares for buffet salads for the monsoon and also for functions in the banquets.

The Garde manger is under the supervisor of the Sous chef whom inspects the hygiene as well as the quality standards of the pick up items. The Sous chef also signs the store requisition. The Garde manger is just near to the vegetable store for easy access to the various vegetables. The hotel gets a daily supply of fruits and vegetables from local suppliers.

Most of the exotic vegetables and fruits are also imported from Holland on a weekly basis.

Fruits like strawberries, avocados, pears etc. and vegetables like imported red garlic, pimentos, haricot vert, broccolis, English cabbage and lettuce of different kinds are imported. A large variety of cheese is also imported from England.

The Garde manger has planetary mixer, a bone chopper, a buffalo chopper and these machinery are from Hobart Corp. Ltd. USA. The Garde manger has a cold room and the temperature maintained is 5 degree C.

Thus the work at the garde manger can be classified as preparation of meat trays galantines, salads, canapés, aspics and other specific presentations, ice carvings and butler and margarine sculptures etc. The garde manger also used to prepare the classical appetizers.

BAKERY

The bakery is operational from 7.00 hours to 22.00 hours in a day, while the morning comprises of 3 chefs, in the evening shift there are only 2 chefs to

take care of the entire bakery. The bakery items are made for the breakfast buffet, lunch buffet, banquets, room service and for any additional orders.

The bakery and confectionery makes the recipes and sets methods of production of basic dough preparations of different types of bread rolls, dinner rolls, soup sticks, garlic bread etc. Apart from the dough making a wide range of other products is also made for the desserts counters, guest orders etc.

The large equipments used in the bakery are: -

- 3 mixers.
- 2 large baking ovens.
- Ice-cream maker.
- Dough
- Baking trays
- Chocolate moulds
- Automatic pastry maker.

The store requisition is made 4 times a week and the basic items required are tinned fruits like beeches, cherry, mangoes, all off seasons fruits and exotic fruits like Passion fruit, kiwi fruit, jams, spreads brought on a daily basis. Whereas other things with older, sugar, baking chocolate, dry fruits, biscuits wafers, coco-powder are brought on a weekly basis.

Some of the items prepared at the Bakery

1. CAKES

- Assorted wedding cakes
- Ornamental / fancy cakes
- Cheese cakes
- English fruit
- Black forest gateau
- Pineapple gateau
- Fruit plans
- Almond cakes

2. PASTRIES

- Chocolate pastry
- Black forest pastry
- Cream puff rolls
- Chocolate éclairs
- Apple strudel
- Assorted tarts

- Chocolate box.

3. PATTIES

- Chicken patty
- Mutton patty
- Vegetable patty
- Chinese patty
- Vegetarian and Non Vegetarian quiches

4. BREADS

- Yeast dough bread
- Fruit bread
- Assorted flavored bread
- White milk bread
- Chocolate dough hut
- Breakfast rolls

5. OTHER BAKERY PRODUCTS

- Chocolate pralines
- Almond racks

- Toffees
- Cheese straws
- Muffins.
- Danish pastry
- Croissants etc.

MAIN KITCHEN AND THE TANDOOR

The main kitchen or the Indian kitchen is very important section, it provides the coffee shop, room service, i-bar and the banquets with all their food. The butchery and garde manger are sub-sections of the main kitchen. It is a satellite kitchen and shares common walk-in cooler with the coffee shop kitchen. The Sous chef is in charge of the main kitchen that is supervised by the executive chef Mr. Abhijit Saha, himself. Tandoor and sweet also come under the main kitchen. 7 cooks, 2 Demi chef de partie and 9-kitchen trainees assist the Sous chef. The basic mis-en-place for gravies, yellow, makhani and kadki dhal are all done by the morning shift here.

The tandoor is also located in the main kitchen; it has 4 coal burnt clay ovens, two ranges, a deep freezer and a salamander. The basic mis-en-place done here is making of dough, preparing the meat for making of kebabs and cutting

garnishes for the same. The cafeteria kitchen to make rotis for the staff also uses the tandoor.

The main kitchen is the nerve center of all the preparations taking place in the hotel, as it is never empty, either there are preparing food in large quantity for the banquets or portion wise for the various outlets. Most of the food is prepared and kept in a walk-in before hand to aide the cooking process.

BUTCHERY

The butchery is a hygienically maintained work area equipped with the best equipments available in the international market. The butchery supplies different cuts of meat beef and pork to all the departments, according to their requirements.

Functions of Butchery

Preparation of cuts of various carcasses, i.e. of lamb, beef, pork and also chicken and fish.

To check the quality characteristics of various meat items.

De-boning and cleaning of various carcasses.

Yield from various carcasses and according the same on butchers yield chart.

Idea of cost of various cuts of meat.

The use of meat trimmings and deboned carcasses from the butchery for use in stocks, soups and snacks.

Coordination with stores and receiving.

Coordination with all other kitchens.

Preparation of butchery sheet.

Calculating optimum par stock.

Considering the seasonally factor of purchase of various meats.

KITCHEN EQUIPMENTS

Butchery

Bone saw.

Zigzagged.

Sink with hot and cold water.

Walk-in cooler (-18⁰C and -5⁰C)

Electronic weighing machine.

Choppers.

Pantry

Salamander.

Juice extractor.

Microwave oven.

Mixes.

Food warmers.

Hot cases.

Sinks with hot and cold water.

Gas range.

Grillers.

Hot plate.

Main Kitchen

Gas range with 16 burners.

Food warmers.

Walk-in cooler.

4-clay tandoor.

Sinks with hot and cold water.

Bain-Marie to keep gravies.

Salamander.

Steamers.

Hot case.

Deep fat fryer.

Microwave oven.

Bakery

Gas oven with 2 burners.

2 electronic ovens.

Deep freezer.

Refrigerator.

Blending machine.

Kneading machine / dough making machine.

Mixers.

Microwave oven.

Salamander.

FOOD AND BEVERAGE SERVICE

INTRODUCTION:

The hotel and the catering industry are widely known as ‘the Hospitality industry’. The industry is usually defined, by its food, beverage and accommodation. The food and beverage department is the second highest revenue-generating department in the hotels today after rooms.

The interaction that a service personal has with a guest is on one to one basic and is at a very personal and professional level. This factor plays a very vital role in building up the reputation of an establishment.

The food and beverage department does not only mean the service of food and beverages, it has a very wide scope in the industry. Where the service of food is the backbone of the department.

There are quite a few responsibilities that part of the management to see to the smooth functioning of an outlet or restaurant. Some of this responsibility includes the economics of menu planning, portion control, food wastage, customer and staff relations, only when all these are sort after that the

management will be successful in running an profitable and food and beverage establishment.

The service industry runs on its manpower and the service staffs of the hotel are very crucial part of the establishment. Being a labor-intensive department the service sector makes up for at least 15%- 20 % of the hotels entire strength.

The food and beverage industry has its roots back to the ancient civilizations. When travelers were served bed and breakfast. The service industry developed with the growth and development of Inn's and Public Houses or Pubs. Especially in and around the city of London where pubs or then known as public houses serve alcohol and food to travelers and the common people.

The first restaurant "latour d'argent" is said to have been established in Paris. The word restaurant is derived from the French word to restore. The catering industry is one of the fastest growing industries in the world in term of employment. Static's show that the food and beverage industry grows at a 19 % ever year in Britain alone [source hospitality training foundation]. In Britain alone 2.4 million people are directly linked to the catering industry which itself is 12% of Britons working population.

FOOD AND BEVERAGE SERVICES AT THE PARK

The Park Hotels have their very own distinctive way of services; even the cutlery used is very uniformed and unique. The uniform of the service staff, gives

a urban resort like felling to the guest. The various food and beverage outlets at the Park are

MONSOON

“From dark to dusk, solvating on water “

Monsoon the 24 hours restaurant is suggestive of the all – encompassing season that influences the landscape of India and its people. The midnight blue and sunset orange interiors create a peaceful yet spirited ambience, echoing the song of the season.

The chairs are of a woven Lloyd loam type with comfortable seat pads. The USP of this place is the sharing tables that draws you to the restaurant from the lobby area, is a melting pot, where strangers can meet and mingle; the sharing table can seat 22 people at one time. The slight thrust of this table into the lobby gives the first–time guest a hint of what lies beyond. Illumination accented by a scattering of brilliant orange lanterns is evocative of the setting sun.

The menu is a select assortment of items from the costal cuisines of south East Asia and Costal India. The emphasis on authentic cuisine, subtle flavors, healthy and quality ingredient, bestow upon connoisseurs of food as an opportunity to indulge. The menu perfectly complements the clam, yet intriguing décor, creating a magical experience.

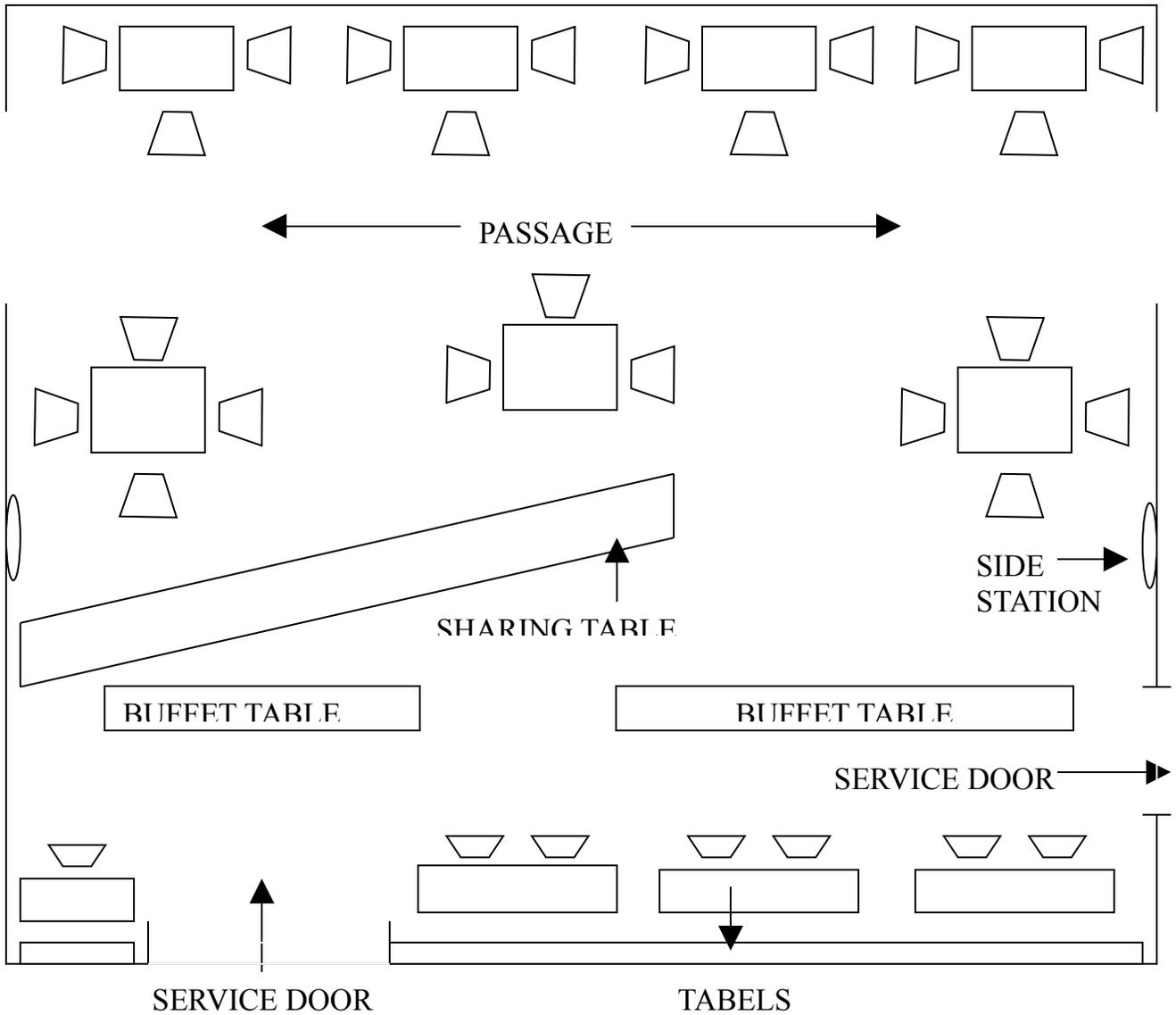
The function of the restaurants to provide a round the clock services to the guest. It is the heart of the hotel linked to the reception, although the curtain may

be closed later on in the evening. The walls of the space are rendered with natural plaster that has a very subtle texture and the floor is pale sand stone.

The buffet table is set parallel to the back wall, allowing access on both sides and has glass pendent fittings above. The banquette is covered in a sand colored fabric and has a shelf above, which displays a colorful collection of pottery. A dimmable concealed light illuminates the place through the edge balanced with a scattering of lanterns that glows.

The 24 hours restaurant is named monsoon because, this is the season that influences the landscape of India and its people and also that it associates with the image of water, waves with the cuisine being served here which is Coastal Indian and South East Asian.

LAYOUT OF THE RESTAURANT MONSOON



Monsoon is 64 covers 24th restaurant with its USP, the sharing table. Which can seat 22 people at one time. The restaurant has a total services staff of 16 people including the managers and the bar tenders at the dispense bar.

02 – Captains

10 – Stewards

02 – Bar tenders

Being a 24 hours restaurant, monsoon has given different sessions and hence they have different menu cards for each session,

Break fast menu - 07:00 to 10:30 hours

Lunch menu - 02:00 hours to 14:45 hours

Dinner menu - 19:00 to 23:45 hours

At night menu - 23:45 to 07:00 hours

Apart from these a la – Carte menu cards, the restaurant also has break fast and lunch buffets.

Break Fast Buffet

Break fast buffets is priced at rupees 250 +taxes for walk in guest, and is complimentary for all room guests.

Lunch buffet [Express buffet]

Where array of different cuisines is put up everyday. The soup, starters, salads are placed on the counter and the main course is made on order to the guests likings, and manger times served as ‘plats du jour’.

The furniture used is very structural in design. The tables have a ceramic filled top on a wooden structure; this goes in with the woven lyod loom chairs. Only the sharing tables have indigo blue and burnet orange cushion padded seats.

A zebra flowers floating in an old fashioned glass is placed as the center appointment along with the cruet set and a rectangular ashtray.

The glassware used is also very unique. A brunet orange color Tom Collins glass is placed on the cover, no table cloth is used, instead table mats are placed on each cover, the other glass used are:

Brandy Balloon – service of brandy

Champagne tulip - service of champagne

High ball – fresh juice / canned

Blue frosted coupe – ice cream and dessert

Pilsner - beer

Rock glass – whiskey

Wine glass – red and white wine

Cocktail` glass- cocktails

All the equipments used like, cutlery, crockery, table covers, etc. Are centrally purchased at Delhi. The cutlery and flat ware used are unique in their own way, in the sense that they have cylindrical handles, (instead of flat, like

they generally are). They use ‘feather touch’ crockery, Tiffin’s cutlery and tableware. Even the large plates are all rectangular in shape, and the sail shaped plates are for their pre plated dishes.

Monsoon has also introduced Japanese cuisine, with all the ingredients are imported from Tokyo. Beginning with the basic oriental sauces to rice and nori (sea weeds). One of monsoons priced dishes is the chocolate mud cakes served there. The restaurant main emphases are on the sale of desserts and have a very elaborate menu of desserts for one to choose from.

i-t. ALIA

The name of the restaurant is influenced by the it companies of the city . The ‘i-t’ stands for information technology and the ‘ALIA’ is derived from the word Italian.

‘i-t. ALIA’ offers authentic Italian cuisine in a setting that is casual yet elegant. The masculine dark timber floor compliments the charcoal black upholstery and is accented by the warm lime green sofas in the niches along one wall.

The upholstery on the cushions is covered with striped linen, which is supposed to be a resemblance to the striped invites of the mafia.

Crisp white linen drapes tables showcase the robust flavors and vibrant colors of true Italian food.

Imported Proscuitto, Parmesan, wood oven pizzas, exquisite seafood, and delicate home made pasta and a wide range of delectable vegetarian items bring out the genuine flavors of Italy. The restaurant also has a premium collection of imported liquor's, domestic and imported wines.

The restaurant has clam, suede ambiance that makes a meal very peaceful and enjoyable. The walls have a ruff finish to it with structures, like home made pasta carved in them.

The staff in here is very formally dressed, unlike the other outlets at the Park Bangalore. They wear white Chinese collared shirts with black trousers and waistcoats with a white apron from their waist to the ankles.

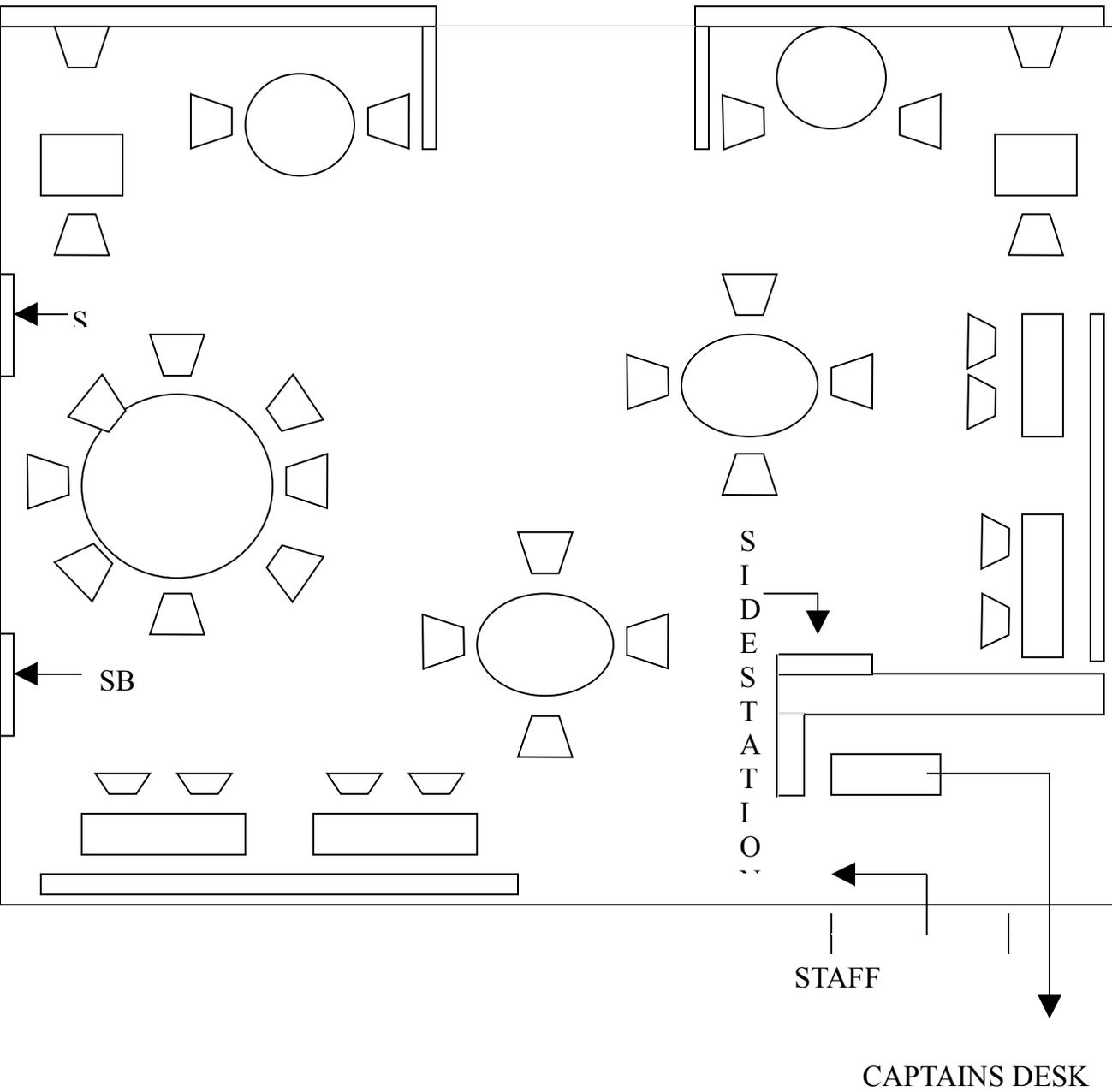
'i-t. ALIA', the critically acclaimed authentic Italian cuisine, specialty restaurant is open only fro lunch and dinner between, 12:30 pm to 3:00pm and 7:00 to 11:00 pm respectively.

The restaurant is managed by Mr.S.Kamat and has a staff of 7 people including the manager.

1 - Capitan

5 - stewards

LAYOUT OF THE RESTAURANT:



i-BAR

The lounge bar encapsulates the energy and dynamism of the wireless era. The unique techie feel of the space is sure to transport you to a different world all-together. Hot neon colors gleaming in the dark, creates a funky mood. A cluster of soft beanbags and low seating furniture allow guest to relax regally.

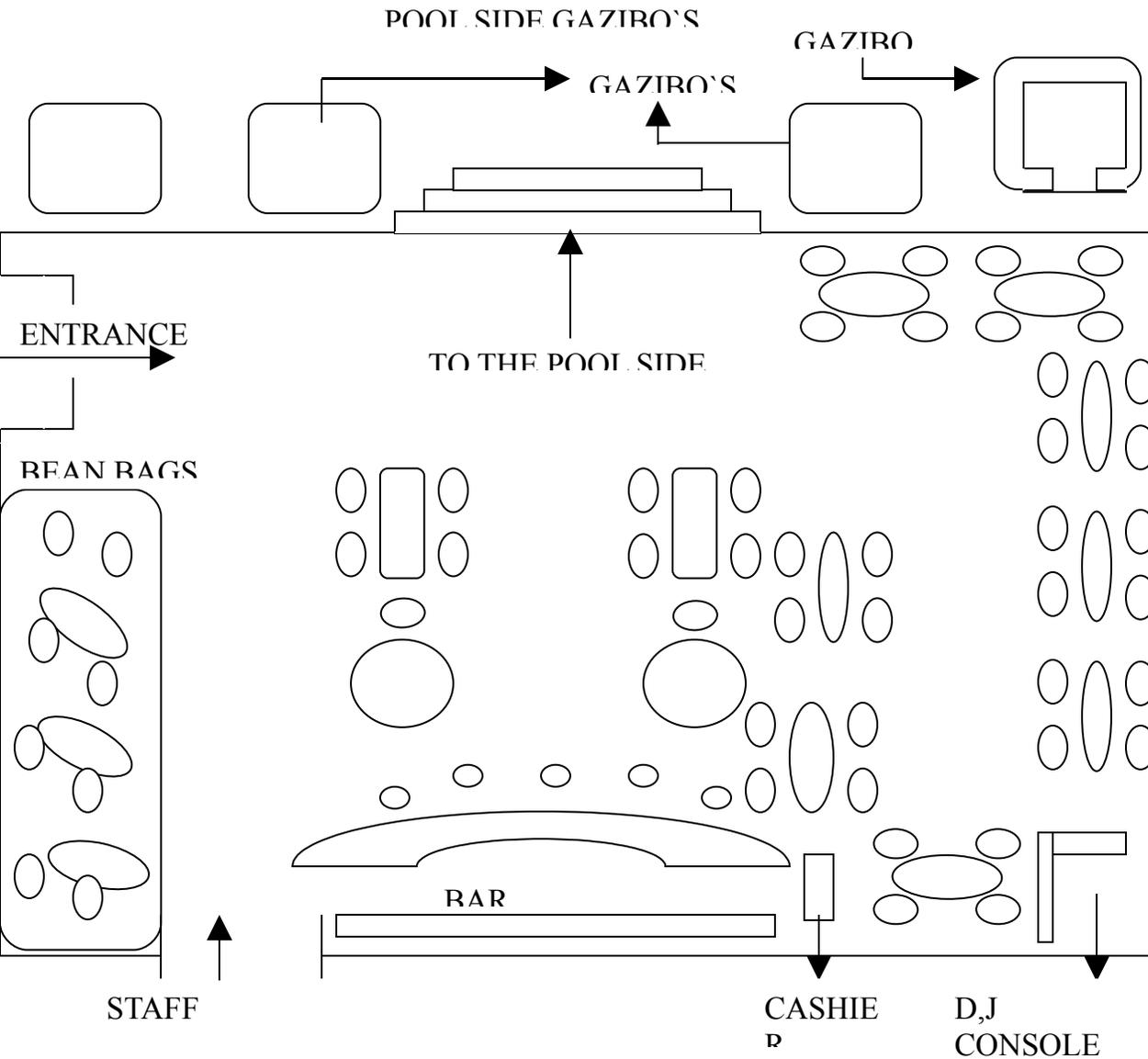
The space inside gives its own interpretation of technology through soft and rich texture. A wall of rich carpet woven in a pattern is suggestive of a circuit board. The local flavor of rich silk, the appears as a thread concept all throughout the hotel graphics, is seen here as a bundle of electrical wiring, which glows and vibrates in the bar graphics and the main lights

In the age of information technology the motherboard acts as the communicating platform. Thus in the heart of India's silicon valley, the i-bar catalyses people to interact freely and get to know each other better.

The lounge bar has neon lighting; the seating arrangement is very low and informal. The bar has one bar counter, but the pool in the gazebo to and the main bar sets up the second counter on weekends. The bar has its own cashier.

They play all kinds of music from jazz and blues on weekdays to trance, hip-hop and club on weekends. They have a DJ playing at all times with a projector playing music video on the wall. The bar also has 8 televisions fixed on one of the walls.

LAYOUT OF THE BAR



The bar is open from 5:30pm onwards to 11:30 pm only. The bar serves all kinds of Indian and imported liquors And has a extensive wine list.

The bar holds a CL-9 and RVB license. CL-9 permits the sale of hard liquors and the RVB for drought beer. The bar counter has a cobra / automated beverage dispenser for dispensing aerated beverages and sparking water. And for the spirits they have an automated optical peg measuring systems. This system only releases the required quantity of spirit and cut down on the loss of liquors, due to spillage to the bare minimum. The counter also has a glass chillers attached.

i-bar also has a collection of cigars placed in an humidor on the bar counter. Apart from IMFL`s, the bar also serves domestic and imported wines, champagnes and liquors. Endless lists of cocktails are also dispensed at the bar.

i-bar is managed by Mr. Nikil Bakaya, the bar manager and second in line is Mr. Derrick Murray, he is the senior most bar tender amongst the park group of hotels.

The total strength of the bar is 10 including the manager that is

3 - Bar tenders

1 - Captain

5 - stewards

Since the restaurant is open only from 5:30 pm to 11:30 pm all the staff do a straight shift from 3:00pm to close. It is made sure that none of the staff members have an off on the week ends.

Apart from the drinks, I-bar serves only starters, from Indian tandoorie dishes to Mexican tortillas.

ROOM SERVICES:

One very important aspect about the room services is that unlike the restaurant there is very little interaction between the room services staff and the guest.

The only interaction that they have is on the phone while placing the order and during the time the order is placed in the room. Hence forth at the room service the staff has to be at there very best to make an impression on the guest mind.

Which is very important for the good will of the room services department and as well as for the establishment?

Its again very important part of the food and beverage services department, once again here staff and the guest interact at an very personal level in a very professional way.

The room services department efficiency depends truly on the planning and organizing the work to be carried out.

One very important fact is that the interaction between the guest and the staff while taking an order not face to face. Henceforth room services staff must all times show proper telephone manners.

At the park the rooms services serves food from all the outlets except it-
alia, instead the guest is requested to come down to the restaurant and eat there ,
but he can place his order from the room itself .

Another major responsibility on the shoulders of the room services staff is to maintain the mini bar present in the room. They have to constantly keep re-filling them and make the consumption in the mini bar, consumption sheet. They also have to place two 500 ml mineral bottles in every occupied room every day. The water is complementary to the guest. The room services is permitted to do services of alcohol in the rooms only between 11am and 11pm

The night shift staff prepares the trays for morning breakfast service and places the trays in the racks; the room/s staff at about 2:00am collects the b/f cards.

Every room service staff has to maintain his /his clearance card and get it signed by the captains.

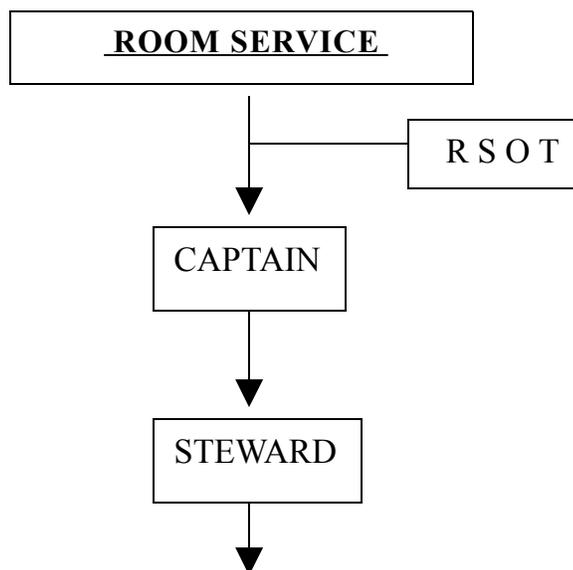
Some of the Forms and Formats maintained at the room services department would include: -

- Clearance card
- Hand over register

- VIP amenities control book
- Mini Bar consumption sheet
- Bill hand over book
- Food and beverage linen exchange book
- Room services control sheet
- Mini Bar discrepancy report
- Room services call sheet

The room services staff also maintains the residence lounge. The residence lounge has a pantry and a bar counter, but the food is picked up from the main kitchen.

HIERARCHY OF THE ROOM SERVICE DEPARTMENT



ASST.STEWARD

HANDLING GUEST CALLS AT THE ROOMSERVICE DEPARTMENT

All calls must be answered within 3 rings.

Great the guest the time of the day and identify your self.

Note the guest room number on the call sheet.

Note down the order on the call sheet.

Repeat the order to the guest by saying please kindly allow me to repeat order
MR/MRS, the order is

Give the guest a time guarantee within which the orders will be placed in the
room.

Finally thank the guest for ordering from room services and wish him a pleasant
stay.

ROUTING AN ORDER:

The RSOT or the (Room Service Order Taker) fires the order into the system,
which then prints the order in its respective kitchen or bar, one copy is printed in
the room services pantry.

The original is kept with the Capt. and the copy is given to the pantry man who
then sets the tray according to the order.

The pick up man then reads the order and picks up the food from the kitchen room services counter.

The Capitan thus checks the order and tray before it leaves the pantry.

The floor boy then takes the food to the rooms.

The food is served and the guest is asked, when he would like the tray to be cleared from his room

PROCEDURES FOR ENTERING GUEST ROOMS:

Before ringing the bell check with the bill if the room no is right.

Ring the bell and wait for 3 seconds, then announce room service, wait for 5 seconds then ring and announce again.

Upon entering greet the guest the time of the day and take his permission before physically entering the area.

Ask the guest where he would like the tray to be placed.

Remove the food covers and announce the dishes to the guest.

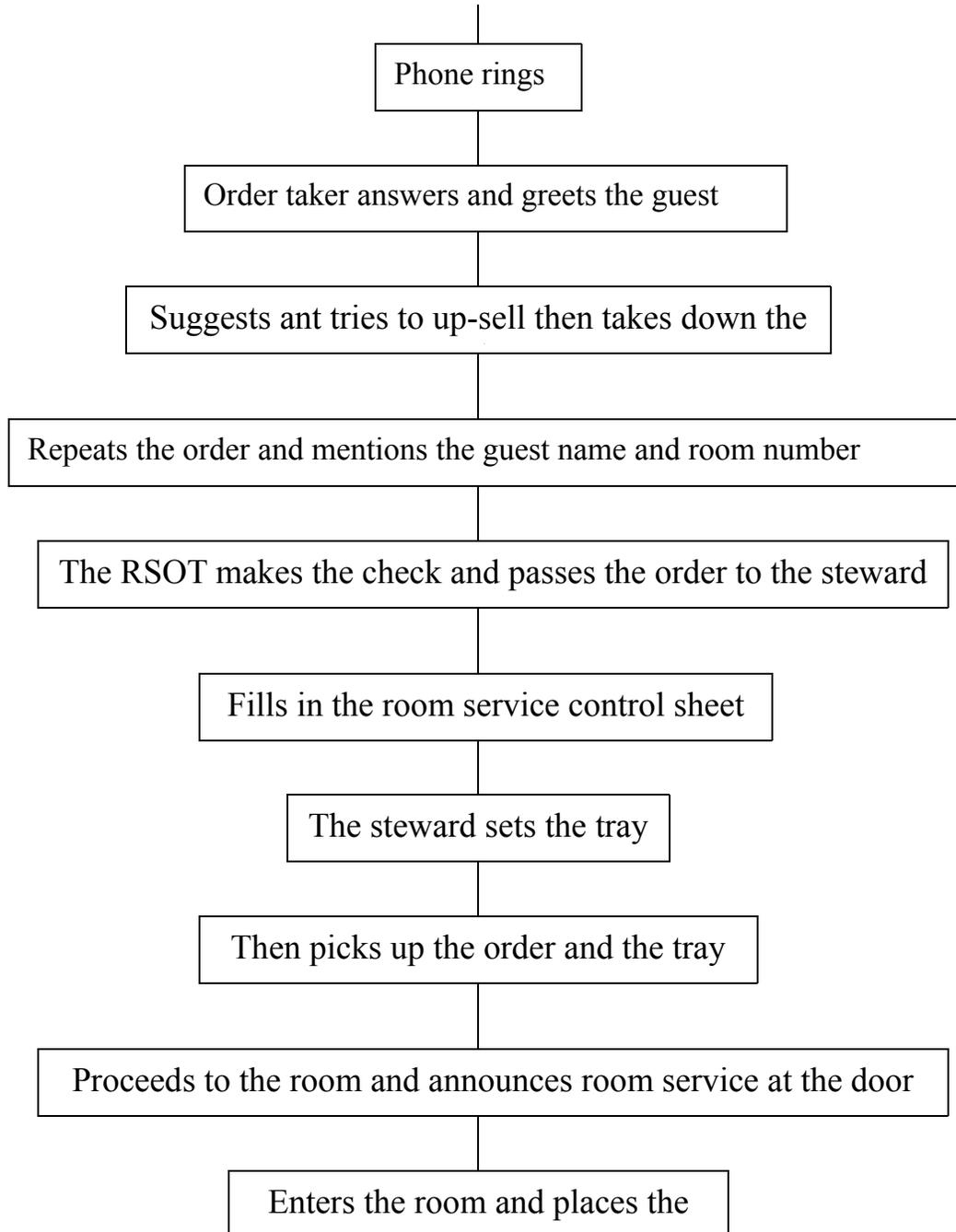
Serve the water to the guest, and ask the guest when he would like you to come back for the clearance.

Also check with him / her they would like to have any dessert.

Present the guest with the bill.

Very politely and grace fully leave the room and close the door on the way out.

ORDER TAKING PROCESS



Serves the order and presents the bill

Collects the bill folder and leaves the room

Clears the room after a while

BANQUETS

The procedure for taking booking

After the initial meeting of the guest with the banquet manager, all the points concerning ~ the particular function is taken down in the banquet register. The banquet manager gives the description of the hall required depending on the type of function.

After the initial meeting and booking confirmed the following points are noted

Type of function.

Table plan.

No. of packs.

Type of menu.

Date.

Price per head.

Type of service.

A choice of menu is offered to the guest. The menu offered includes Indian,

Continental and Chinese. Once the booking is confirmed copies are made and are sent to the different depts. of the hotel.

Audio Visual

The Park provides some of the best, and latest in audio visual aid. Charges will be according to the type of equipment, and time period. Some of the audio visual aid available are

3M OHP

OHP

Carousel Slide Projector

Extra Tray

Data Projector 640 x 480

Data Projector 800 x 600

SVGA/XGA/Led Data Projector

Extra Channel with Screen Video Projector

Video Projector

Data Player

Laser Disc Player

29" Color TV

21" Color TV

VCR with 29"Color TV

VCR with 21" Color TV

CD Player

Beta Cam + B. V. Portable Recorder

Beta Cam Deck

U-Matic (Low Band/High Band)

VCR Multi System

P A System/Mixer/Bose Speakers

Music System Set

Two in one

Cassette Player

VHS Cassette

Audio Cassette

Audio Recorder

Speaker with Amplifier, Mixer and Controller

Display Plasma

16 channel Audio Mixer

DVD Player

LCD Player

Cordless Collar Mike

Extra Mike

Cordless Hand Mike

Podium Mike

Collar Mike

Function Prospectus

The banquet function prospectus contains all the details necessary for the function, conference etc. it is prepared by the sales department and clarified with the guest before confirmation of a hall. The FP will contain information regarding:

Name of the booking party.

Date and time of the function.

The number of people expected and the number guaranteed.

The type of seating an-arrangements, the flower an-arrangements, the audio and visual equipment required.

Billing procedure billing to company, cheque, and credit card.

Menu, beverages and the types and time of service.

Menu rate per person.

The copies of the FP are sent to all the departments of the hotel, front office, house keeping, security, engineering and maintenance, food and beverage production, food and beverage Director, and General Manager.

FOOD AND BEVERAGE CONTROL

A control system covering the sale of all food and beverage in a catering establishment is essential to achieve maximum returns. All control system should be as simple as possible, making it easier for the F&B service staff to operate and for the control staff to check for any errors and omissions and to have them rectified.

FUNCTION OF THE F&B CONTROL DEPARTMENT

A control system essentially monitors areas where selling of F&B takes place:

1. There must be efficient control of all items issued from the various departments.
2. The system should reduce any pilfering and wastage to a minimum.

3. Provide management with information that they require for costing purposes, so that they may estimate accurately for the coming financial period
4. The system should show a breakdown of sales and income received in order that adjustments and improvements may be made.
5. Make physical checks, cut down pilferage's especially when it comes to beverage control.

FOOD CONTROL

To check for food pilferage or wastage a consumption control method is used which identifies the number of portions / measures are issued to a particular area. Following the service of food, the returns are deducted from the original count and this equals the consumption. The consumption is then checked with actual sales to identify shortages / surpluses. This method of control is also found in room and lounge service. This method is mainly made use of in the banquets.

CONSUMPTION CONTROL SHEET

SERVICE SESSION: _____

DATE: _____

ITEMS	PORTIONS	PORTIONS	PORTION	DISCREPANCY	
	ISSUED	RETURNE	CONSUME	+	-

		D	D		

BEVERAGE CONTROL

The system of beverage control is basically the same as for food. The sales mix is easier to determine than with regular menu, as the number of bottles of spirits consumed compared with gallons of beer is readily available without a special effort being made to record items sold.

It is essential that physical alcoholic beverage stock be taken at least on a monthly basis in the stores and on weekly basis in the outlets. But there is no hard and fast level regulation, it could be taken on a regular basis. Even as regular as every day. But in order to enable a result to be achieved the records need to be kept.

Beverage Store Stock Ledger

This is an essential register maintained at the F&B controls. This book is important part of the beverage control. It shows the movement of all stocks whether CL-7 or CL-4, into the establishment and issues out to the bars or dispense bar.

Goods Receiving Book

All deliveries should be recorded in full details in the goods receiving book. Each delivery entry should basically show the following

Name and address of the supplier.

Invoice number.

Order number

List of items delivered.

Item price.

Quantity.

Total price.

Supplier license number.

Usage of Sales Book

Each outlet must have a suitable book for recording the amount of beer wanted in cleaning pipes, broken bottles, measures spilt on anything else that needs credit.

In the same book also, must be recorded the number of bottles, whether beer or spirits, sold at off sales prices and the differences in prices. This book along with other registers must be submitted to the F&B controls on a daily basis.

Requisition

Each outlet dispensing alcoholic beverages should use same form of requisition to draw items from the stores.

The requisition forms are controlled by color and serial number, and are in triplicate copies. The copies are sent as follows:

Tap copy to the stores.

Duplicate to the F&B controller.

The outlets to check its goods received from the cellar use triplicate.

Information listed on the requisition

- Name of the outlet.
- Day, date and time.
- List of items required.
- Quantity and unit of each items required.
- Signature of the authorized manager, to both the receiver and the person who gives the stock.

The control department is very vital to the hotels business. The profits in the business would depend on the management of this department.

Consumption Sheet

This register is maintained to show the total consumption of alcoholic beverages over the week. It helps the controls; know which is the fast moving spirits beer etc. The daily consumption sheet contains:

The name of the alcoholic beverage.

The beverage code.

Consumption on everyday.

Total consumption over the week.

Signed by the outlet manager and the person prepared by.

The weekly consumption sheet is handed over to the controls on every Monday for the past week.

FLR Book

This book shows the daily consumption of all spirits, wines and liquors. This is a very important for excise reasons. The FLR book contains:

Name of the spirit, wine or liquor.

Opening stock in terms of pegs.

Stock received.

Total at the start of business.

Consumption in terms of pegs.

Closing stock.

Here while showing consumption, it has to be mentioned from what size bottle was the peg taken too, and it is the same while receiving also, the size of the bottle must be mentioned.

Beer Book

This book is mentioned to show the consumption and sale of domestic and imported beers only. It is more over like the FLR book with only one difference. That the beer book shows only the sale of beer.

Most of this registers are maintained at the outlets by the bar tenders, but have to be sent to the controls on a daily basis.

Transfer Book

With multi-bar units are must minimize the movement of stocks between bars, otherwise you will end up short. If this does happen, then you must make sure a record is kept in a transfer book.

At The Park where a large percentage of income is received through the sale of drinks a system of beverage control is put into operation. The system depends entirely on the policy of the establishment and partially on the

government. Therefore to keep a track on the movement and sale of beverages the registers listed above are maintained and any shortages or discrepancy is charged to the outlet of the beverage-dispensing unit.

KITCHEN STEWARDING

It face's the backbone of the food and beverage service outlets and the kitchen. Although the department interacts more with kitchen than with kitchen than with service. It comes under service because it does not produce anything. It also rovides service to the kitchen by giving them a clean kitchen to work, clean utinencils in which the food is presented.

The job of kitchen stewarding is not restricted to washing utensils or polishing of silver ware, it has to see that the kitchen is working smoothly. Kitchen stewarding has to see that all the electrical equipments, gas ranges and cold storage are in

working condition and if not they have to inform the engineering and get it repaired. It has to constantly work on improving the efficiency of the restaurant.

The kitchen stewarding manager has to be extremely tactful in cleaning and the manager should be a master in marketing management, he should know when to be strict and when to be lenient with his men.

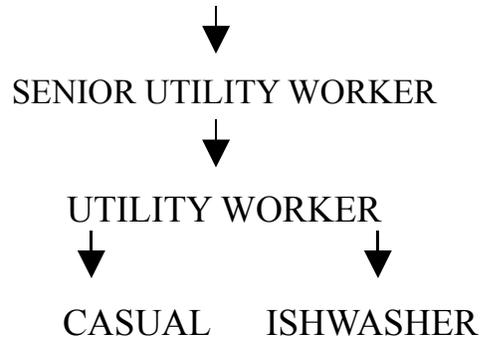
Dish Washer and Glassware Washing Machine Are present at

All the cutlery and crockery, hollowware that is brought from the restaurants are stocked in plastic jalis. Glasses have separate jalis to hold them. These jalis are passed through the wash where water is sprayed with great force. It washer all the food particles and oil from the dishes. The dishes are then taken out and wiped dry by the steward of the restaurant.

Most of the cutlery used in the restaurants is EPNS (Electro plated Nickel Silver) Since they are used on a daily basis the silver lends to wear off after each wash and polishing so they need plating again. Electroplating of the cutlery is taken care by the stewarding department Whenever the plating comes off the cutlery, they are kept separate and given for electroplating. The electroplating room is present on the banquet terrace where all the equipment's required for this are kept.

ORGANISATION HIRARCHY

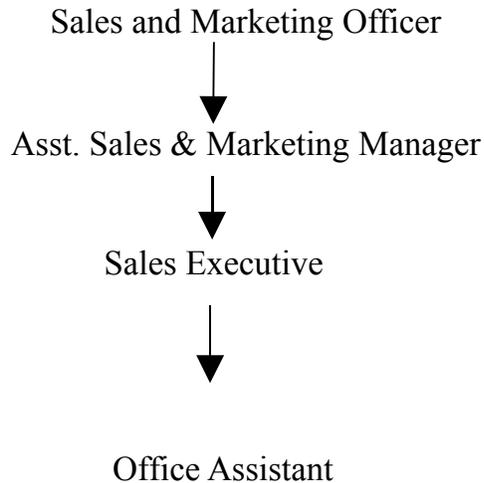
SUPERVISOR



SALES AND MARKETING

A large number of radical strategic activities covered in marketing that tells the clientele about the services and facilities offered to the guest so that the clientele knows about the market mix. This is a key department in any hotel because determination of the sale is important for any hotel. The activities undertaken include determination of rooms and f&b sale, miscellaneous sales, sales of the hotel is a well guarded company secret.

Hierarchy



Marketing includes:

- Range of sales activities.
- Advertising in all media.
- Public relation.
- Development of communication services and reservation.

Sales techniques:

Selling of hotel services is done through marketing groups or directly with public through travel agencies. The process of selling is done with certain policies in mind. Planning is important aspect that includes group and convention sales, travel agents, banquets sales. Detailed research is carried out to ascertain sources of business, other job include administering and managing the departments for the proper delivery of service sold, communicating with sources of business.

Group conventions:

In this, the department evaluates the no. of rooms that are estimated to be allotted for group sales.

Banquet sales

This type of business includes wedding dinner, cocktail parties, social events, etc. pre-established menu along with their prices are used so that the customer could select an appropriate menu. The main source of business is the local community in which the hotel is situated. Proper relationships are maintained with people, companies and local organizations; because they have periodic functions and meetings.

Advertising

It requires careful planning and organization. The steps are as followed:

- Carrying hotel messages to specific market.
- Advertising through media and newspaper.
- Finding what guest wants.
- Selecting most communicative media.
- Setting aside funds for research.

Hence sales and marketing are complementary. If marketing establishes what people need then sales demonstrates how their needs could be fulfilled.

CO-ORDINATION WITH OTHER DEPARTMENTS

Food and Beverage Service

Gets revenue by selling the different facilities of F & B service, banquets halls etc.

Food and Beverage Production

By selling food and beverage with the help of advertising. Sales department draws out various staff members of other departments for human resources for help

Front Office

For marketing and selling of different kinds of rooms and suites with the help of advertisement.

PURCHASE AND STORES

Purchasing can be defined as a function or a task concerned with the search, selection, buying, receipt, storage and final use of a commodity in accordance with the catering policy of the company.

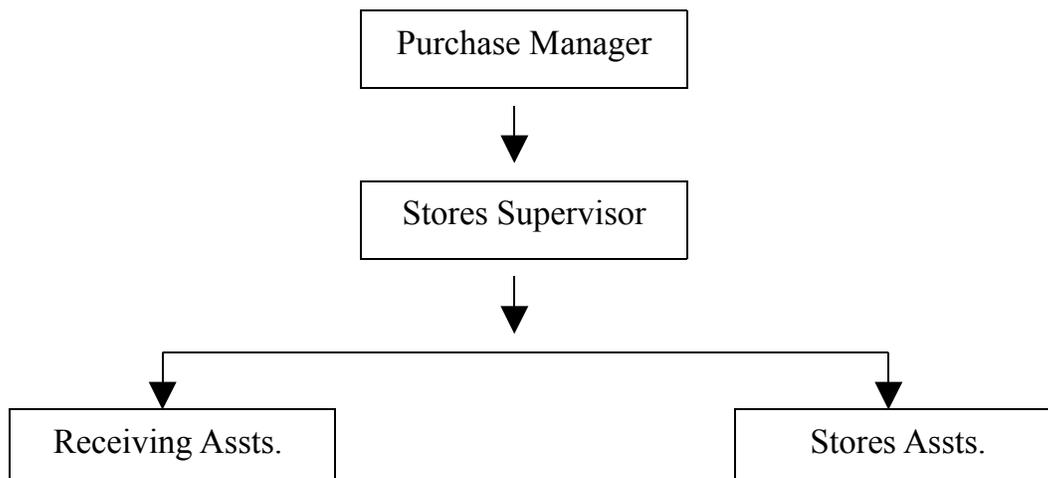
It is very important to a hotels F&B department to exercise control when food is bought and stored. This is where the purchase department plays a vital role in checking the quantity and quality of the commodities.

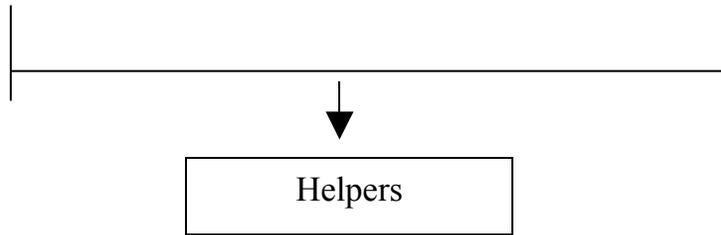
The purchase department does not only do the purchasing of food and beverage commodities for an establishment but it is also responsible for receiving and storing them at The Park. Only the alcoholic beverages received are checked and handed over to the F&B controls and they, then further issue it to the outlets.

At The Park all the imported sprits and beers served were indented for, from the head purchasing office in Delhi. Also was all the stationery. Only the IMFL and domestic beers and day-to-day edible food commodities were purchased locally.

All other non consumable items like soaps, shampoos etc. all are purchased at the central purchasing office in New Delhi and are then shipped to its sister properties in other towns.

HIERARCHY OF THE PURCHASE DEPARTMENT





DUTIES OF A PURCHASE MANAGER

He is responsible for the management of the purchasing office, receiving, stores and cellar areas.

He directly supervises the purchasing and storing of all types of commodities.

Ensures a continuous supply of all items to the various departments of the hotel.

Research into new economical products, must study market structure, prices and trends in the market.

He must never compromise for quality.

He must possess high moral and ethical values and must be loyal to the establishment.

He should have good judgment quality in terms of price, services, food items etc.

PURCHASING PROCEDURE

1. A requisition form of an authorized member of staff related to any department makes a request for purchasing item. Then selection of the source of supply.
2. Negotiating with the suppliers and entering into a contract with the suppliers. The contract with the supplier has to satisfy the all the condition of the contract, that is time of delivery, quality, quantity, and size, mode of payment etc. & to reject goods if it is not to the norms.
3. Accepts goods ordered after inspecting and maintain a register to make sure that materials obtained those for which order was placed & also adjust, if any discrepancies arise that can be solved later.
4. Transfer commodities to the ordering dept. or to store / cellar.

PURCHASING OF FOOD MATERIALS

Purchasing of food items can be done by the following methods: -

1. Specific Period Contract:

Which aims at determining the source of supply, if goods with the agreed price for a separated period of time, it is often 3-6 months.

2. Firms at Opening Price:

In this method the contract is made with the supplier for a specific rate and irrespective of change in price, the supplier has to deliver goods on accepted price.

3. Subject to Approval of Price:

In this method the buyer has option if the price fixed in the contract is not acceptable, because of fall or rise in market price etc.

DELIVERY_PROCEDURE

- 1 The supplier gets an order in writing, stating the dates on which supplies are required. This ordering is sometimes also done verbally through the phone.
- 2 Then it will be passed on to stores dept. or the purchase officers. Then order is noted to be ready for delivery on specified date.
- 3 Then order is transported to stores for receiving.
- 4 Goods are delivered along with two copies of the delivery challan. One signed by the buyer and returned to the supplier, another one is retained by the buyer for counter checking the bill or invoice when it is received from the supplier for payment.

RECEIVING PROCEDURE

- 1 The delivery note is checked with the copy of the order placed.
- 2 Weight, count or volumes must be checked totally with the amounts of various items on the delivery note.
- 3 The quality of all ingredients must be checked with the specifications given to the suppliers. Any items not fulfilling conditions in terms of quality, quantity, shape etc. should be returned with proper reason for rejection and doing no favour by accepting such items.

RECEIVING

Receiving department is very important in any hotel. The receiving department is in charge to check the quality, quantity, price of merchandise. This department assists in accessing the good quality items to be stored in town to the various departments.

Functions of the reviving department: -

- To receive required goods.
- To check incoming goods for both quantity and quality.
- To arrange proper storage of incoming goods.
- To handle administrative duties regarding receiving of goods.

RECEIVING PROCEDURES IN THE PARK

1. At the time of delivery, delivery note must be checked with the order copy.
2. The goods supplied will be as ordered including special instructions relating to brand and sites.
3. The person appointed should be experienced enough to deal with job and solve any problem that arises.
4. No alteration will be accepted between quoted and invoice prices.
5. The availability of all ingredients must be checked with specification given to supplies. Any unacceptable item should be returned.
6. The purchase department should be informed in case of non-delivery or rejected item and the reason for it.

ISSUING

No drinks should be issued by the store in charge unless he receives an official requisition form, correctly filled in, dated and signed by a responsible person from the department concerned. All the requisition should be handed over to the all person by 4 pm every day except on Sundays, the stores remains close on Sundays.

STORES

The main objective of a good store is to ensure that adequate supply of foods for the immediate needs of the establishment are available at all times.

There are mainly 4 types of stores: -

- Dry Store.
- Dry Food Store.
- Refrigerated Storage.
- Frozen / Low Temp. Storage.

All the types of stores have their own advantages but the purchasing only maintains the dry stores and the beverages stores, while the kitchen staff maintains the other two. As only very highly perishable items are stored in them and such items are ordered on a daily basis.

- Records Maintained
- Store Ledger.
- Lodge Book.
- Order Book.
- Stock Sheets.

ACCOUNTS DEPARTMENT

The accounts department of the hotel is the one that keeps track of all money transactions of the hotel. The uniform system of accounting is followed by the hotel, in respect to the hotel's income. All accounting that is planning, budgeting, analyzing is done by the accounts and finance department. It is also responsible for preparing financial reports with regard to income and expenditure.

The hotel basically credits for two kinds of accounts: -

Accounts Payable

Settlement of bills.

Payment of cheques.

Payment of salaries.

Record for petty cash for purchases.

Maintaining fund flow registers.

Accounts Receivable

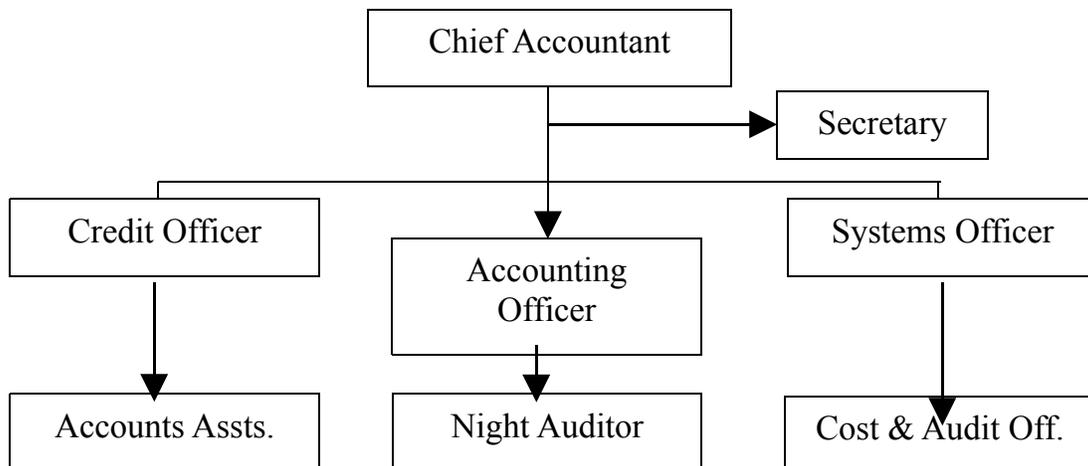
Payment by guests.

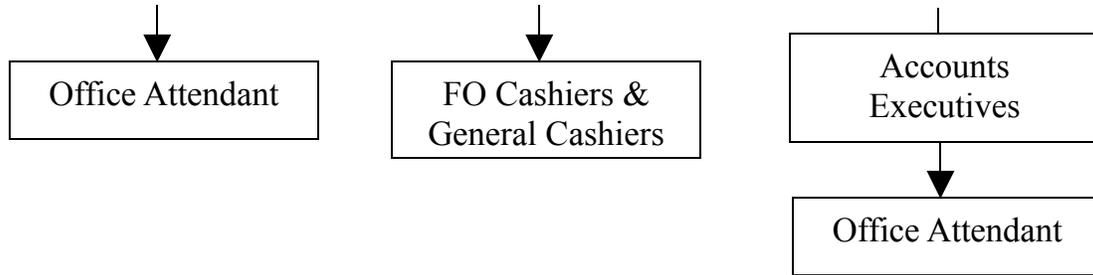
Bills to company.

Dues from travel agents.

Amount receivable from credit card companies.

HIERARCHY OF ACCOUNTS DEPARTMENT





TOOLS USED FOR ACCOUNTING PURPOSES

1. Guest check invoices and receipts.
2. Cash receipts journal.
3. Accounts receivable journal.
4. Accounts payable journal.
5. Purchase order.
6. Cash disbursement journal.
7. Pay roll journal.
8. Sales exports.

GENERAL CASHIERS:

- The general cashiers have their cabins in the back area of the restaurants.
- Their basic job is to settle all food and beverage related bills.
- All the KOTs first copy comes to the cashier who then starts making folios for the KOTs table wise.
- If the guest signs the bill and charges it to the room then both the copies of the bill remain with the cashier, who then sends one to the FO cashier.
- He maintains the outlet sales summary.
- There is also one general cashier at the account department; his basic job is to keep track of all petit cash paid out for purchase purposes or any other purpose.

He receives vouchers from purchase along with daily receivable report, goods bills of payment. At the month end a total summary is made and the total is posted in general ledger, one entry is done for the whole month.

LEDGERS, JOURNALS AND FOLIOS

Guest Folio

When a guest checks in a folio of his name is created, in which all the credit expenses of the guest are noted, the amount is totaled at the end of his stay. The night auditor brings this amount forward.

Guest Ledger Transcript

This is recorded in the monthly income journal for the weekly bills, the entire amount are recapitulated in the guest ledger and sent to the accounts department.

Visitors Tabular Ledger

This is used for a day, to maintain the daily accounts of the in-house goes in a tabular form audit, which contains both the debit and credit columns.

City Ledger

It contains the entire outstanding bills amount whether it is direct billing / bills to company, air lines, or amount receivable from credit card companies.

Credit Ledger

This records all credit amounts along with the names of the company when cash is collected and entry is passed on the debit side of the cashbook.

Cashiers Daily Summary Sheet

Records all the days' revenues from the entire department.

Receiving

From this department all the copies of the goods received goes to the account department. Then the accounts puts these forms in to their respective accounts, this accounts with suppliers are cleared on a monthly or weekly basis.

COORDINATION

The account department coordinates with all the other revenue generating outlets of the hotel, for settlement of bills etc. It also coordinates with the personnel department to receive the monthly attendance statement of the employees, as it is the department, which is responsible for the payment of wages and salaries to the employees of the hotel

ENGINEERING AND MAINTENANCE

Engineering and maintenance department is defined as the “science of keeping the system in operation”. The principal responsibility of maintenance department is to provide a service to the hotel that enhances its ability to make profit. A key factor in designing a maintenance system that contributes to organizational profit includes planning.

The maintenance is divided into four categories for planning an effective operation purpose:

1. Breakdown Maintenance.
2. Corrective Maintenance.
3. Renovation Maintenance.
4. Preventive Maintenance.

BREAKDOWN MAINTENANCE

It is the practice of not performing maintenance until equipment breakdown occurs. Though generally not desirable, that practice may become necessary on low cost components of auxiliary equipment that does not cause an interruption in daily operations is out of service.

CORRECTIVE MAINTENANCE

It is repair work performed on a scheduled basis or during inspection times. Such work may be performed as a result of a preventive maintenance system. Typically, corrective maintenance and interruptions in daily operations will decrease as a regular preventive maintenance program is established.

RENOVATION MAINTENANCE

It is performed when the equipment or a part of the property can be taken out of service for an extended period of time. Such maintenance typically involves a major modification, redesign, or installation of some new technology.

PREVENTIVE MAINTENANCE

Ideally, all maintenance should be preventive and should be performed before any equipment failure occurs – failure being the point at which deterioration in quality and quantity occurs – failure being the point at which a deterioration in quality and quantity occurs. There are several benefits to be derived from a preventive maintenance program:

- Decreased maintenance costs
- Simplified scheduling
- Decreased downtime
- Reduced parts inventory
- Decreased overtime

CONTRACT MAINTENANCE

All hotels nowadays depend on contract maintenance. For using contract machinery are to get assistance in repairing expensive equipments like water treatment plants, boilers etc. most of the daily casual maintenance work is carried out by them. The advantage with contract maintenance in reduction in tools and equipments, technical know how from professional.

FUNCTIONS OF THE CONTROL ROOM SUPERVISOR

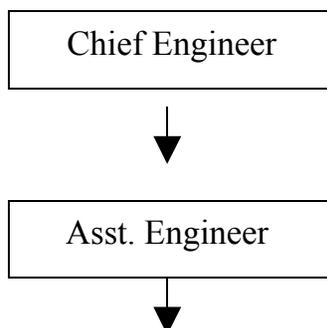
- He is stationed in the engineering control room; this is a very vital and important part in this department.
- He handles all the maintenance complains, makes a note of it on the job order and passes it on to the engineering department.
- Who then see to the completion of the work and then report its status back to the control general manager supervisor.
- The control room is the nerve center of the hotel as the main switches to all the parts of the hotel is present.

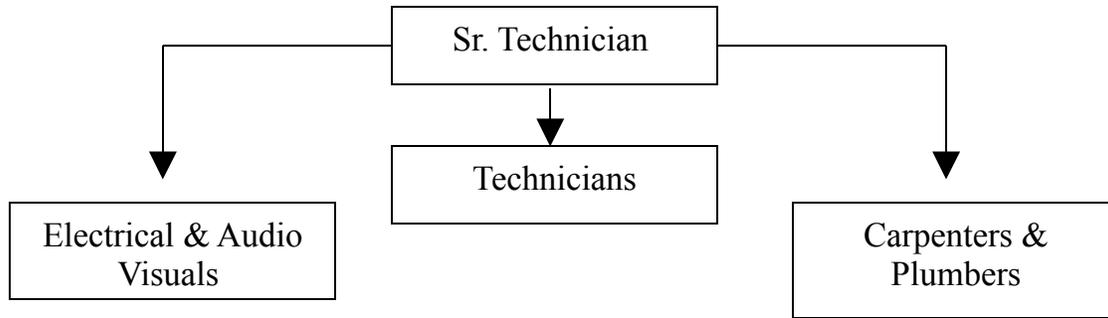
ROUTING A JOB ORDER

- Every maintenance complains has to be written down on a job order from and sent to the maintenance control room.
- Now days job orders are not made for petit complains, but they are communicated verbally to the control room, who then assigns the job to the right person depending upon the nature of the work to be done.
- Upon receiving a job order a note of it is made in the maintenance register and the problem is informed to the engineering supervisor.
- The engineering supervisor then studies the problem and page for the right person to attend to it, like electrical work – electrician, plumbing work – plumber.

- The technicians are there to assist the supervisor to handle larger problems like the air conditioning, boilers, generators etc.
- A daily report of all the maintenance work carried around the property has to be submitted to the chief engineer.
- The handling of water is also a job of the maintenance hence its for them to decide how much water is required every day.

HIERARCHY OF THE MAINTENANCE DEPARTMENT





FUNCTIONS

Some of the basic functions the are carried out by the maintenances department in the hotel would include: -

Plumbing work.

Repairs and maintenance of the air conditioning ducts.

Servicing the air compressor and the exhaust system.

To check the fire alarm and the water sprinkler system.

Electrical insulation and repairs.

Maintenance of all electrical equipments.

Keeping track of the water filter and pumps.

Ensuring the maintenance of the building and the water tanks.

Basic checking of the electrical wiring.

Maintenance of the pool heating system.

Checking and servicing the pool water filtration plant.

REPORTS AND RECORDS MAINTAINED

Preventive Maintenance Schedules:

Schedule of maintenance work is done in advance before a likely breakdown. This is more like servicing and checking the machinery at regular intervals.

Log Sheet:

The log sheet is a logbook maintained to keep a record of work done on a particular day; it is also used to pass on messages to the staff of the next shift.

Complaint Register:

All complaints are recorded on the register when they are received at the control room.

SECURITY DEPARTMENT

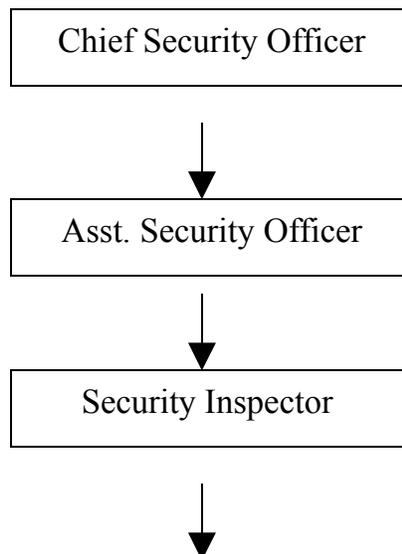
The security department of The Park hotel plays a key role in the day-to-day operation of the hotel. The time office always locates the security department.

The objective of the security department is to protect and safeguard the properties of the hotel, its guests and employees from any kind of damage and threat. The security not only protects the property from outside threats but also within the establishment. Nowadays the security checks and prevents pilferage's by the staff in the back area of the hotel.

The responsibility of the security department extends not only to be physical structure but also the property of every person in the building. Thus security can be defined as to promote a state of well being relative to an establishment to protect live and property and to minimize the risk of natural or manmade disasters or crimes.

The security department has a very wide function as it is held credible round the clock. Their duty starts right from the front gate when they check guest vehicles for bomb threats, then help in parking. They also check the employees of the establishment while going out, after the shifts. The employees are physically checked to avoid and stop any pilferage.

HIERARCHY OF SECURITY DEPARTMENT



Security Guards

ATTRIBUTES OF SECURITY PERSONNEL

1. Must be physically fit and have undergone self-defense training.
2. Must be very well versed with fire fighting procedures and first aid.
3. Must know all parts of the hotel very well.
4. Must constantly patrol throughout the property.
5. Must be sharp and alert at all times.
6. Must not be partial to the hotel staff.

Most of the hotels today have their own shift supervisors and security affairs, but hire security guards from various security agencies. This practice helps in the long run, as the cost of the training the security personnel is reduced.

DUTIES OF SECURITY PERSONNEL

1. Right from the time the guest vehicle enters the hotel premises it must be checked for bomb threat.

2. Then the vehicles must be helped during parking.
3. To physically check all employees leaving the property after their shifts.
4. To take rounds around the property to see to it that everything is proper and to avoid pilferage in any form.
5. To issue gate passes and visitors passes and make a note of these passes in the visitors book.
6. They are also responsible for first aid.
7. To monitor the public areas and the back areas of the hotel through CCTV system.

RECORDS MAINTAINED

1. Security Log Book.
2. Casual Staff Register
3. Visitors Pass and Book
4. Gate Pass
5. Key Book.

Another very important work of the security department is the handling and issuing the keys to various departments of the hotel.

SECURITY SYSTEMS AND PROCEDURES

The first principle of sound hotel security is to install and maintain a physical security system made up of alarm system, CCTV, lights and locks. Besides physical system, security procedures are also required when employees are hired they should be carefully screened and their background checked, to determine any criminal history incidents involving theft of company.

At The Park a very good network of CCTV is setup. To help monitor the movement of guests in all places starting from the parking lot to the guest room corridors. The television / output units are mounted at the security office at the CSO's table the other is placed in the GMs office.

EQUIPMENTS USED

1. Punch Card Machine.
2. First Aid Box.
3. Fire Extinguishers.
4. Metal Detectors.

SYSTEMS USED

1. At the Time Office

Punch / swipe card entry book.

Retaining employee have card.

Off duty register.

Issuing visitors pass.

Recording staff out pass.

Retaining of first aid box.

2. At the Main Gate

Vehicles in and out register.

Recording of staff out pass.

Company vehicles check-up.

Contract work materials in and out record.

Helping in car parking.

Ensuring the safety of the parked vehicles.

ENTRY AND EXIT

The entry and exit of all items as well as people is only to be through the security entrance. All the things are checked by the security personal and then they allow it to be taken inside or outside.

The following areas are manned with security personnel:

- a. Main Guest Entrance.
- b. Guest Floors.
- c. Public Areas.
- d. Parking Lot.
- e. Back Area.
- f. Pool Side.
- g. Time Office
- h. Staff / Back Entrance

PASSES ISSUED

Visitors Pass: -

Normally when a visitor enters the hotel he must be directed to security control by the gate guard. After ascertaining the requirement of the visitor further action will be taken by the security control.

Out Pass: -

When the staff needs to go out, these passes are to be handed out to the security control by the staff which will be entered in the out-pass register.

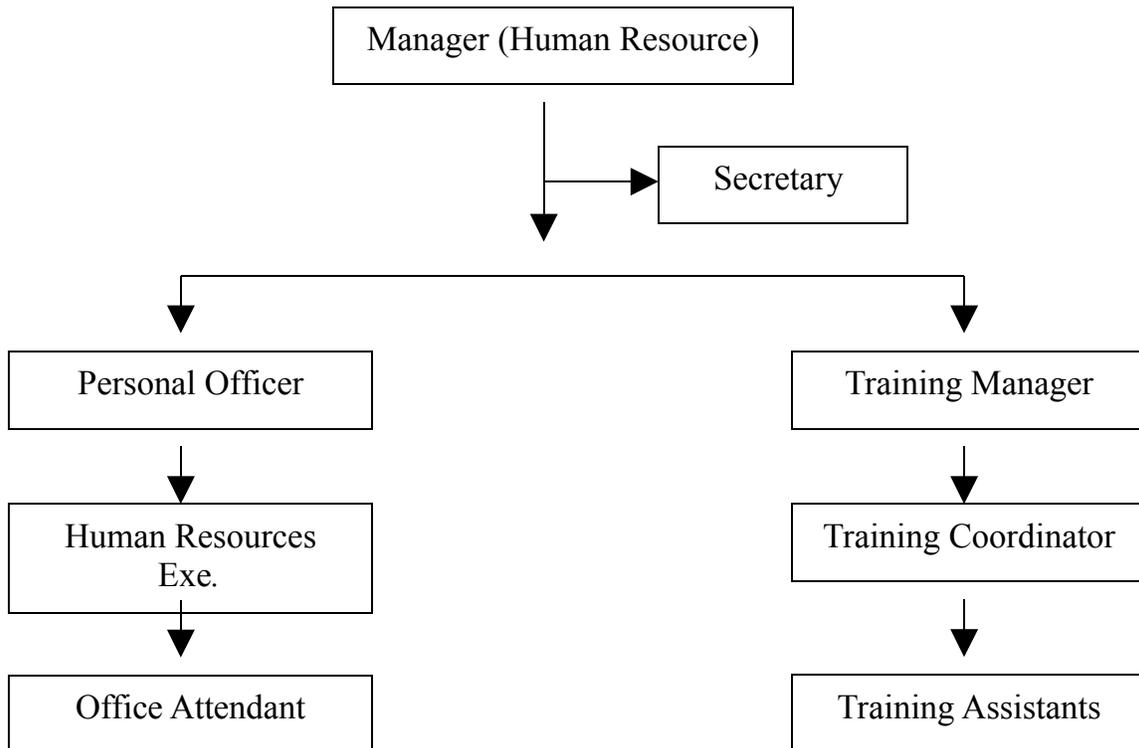
Returnable Gate Pass: -

These passes are issued while taking items outside the hotel which shall be returned after a specific period security control by due date will be brought to the knowledge of personal manager by security.

PERSONAL DEPARTMENT

Personal department or human resources as it is better known deals with all employee and employment related issues like selection, recruitment and training of staff and development and proper utilization of employees.

HIERARCHY OF THE PERSONAL DEPARTMENT



Objectives:

The personal department has five main objectives. They are:

1. To give meaning and purpose to the job of the employee.
2. To maintain a high level of motivation and morale.
3. To ensure that the employees are properly qualified.

4. To train and cross train all employees on a timely basis.
5. To minimize absenteeism and keep track of attendance of all the employees.

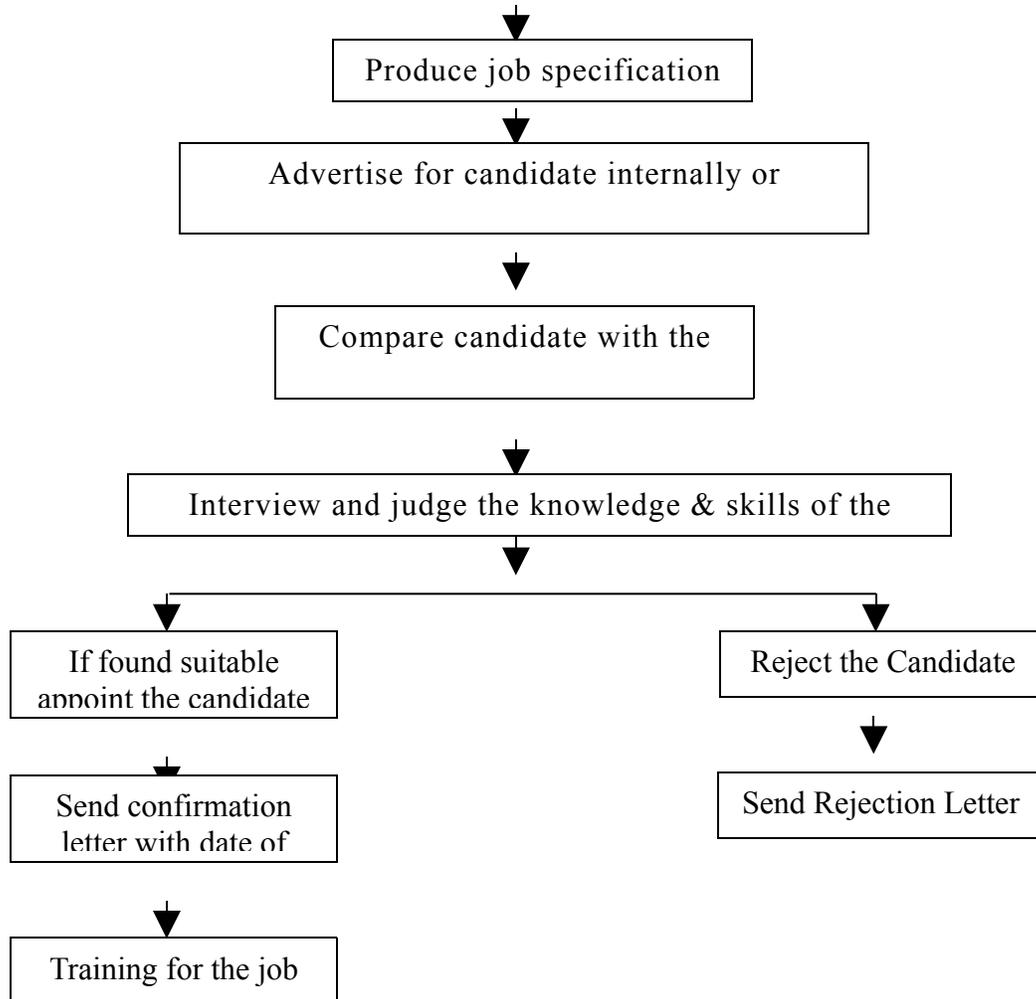
Functions of the Personal Department can be categorized into two parts:

- Managerial Activities.
- Operational Activities.

RECRUITMENT PROCEDURE

The procedure followed by the personnel department for the recruitment process can be explained clearly by the following Flow Chart.

Obtain job description



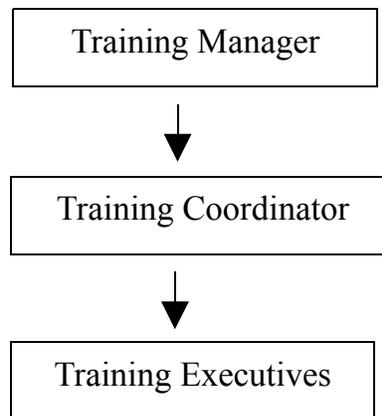
TRAINING DEPARTMENT

The training department is also a part of the personal department. The personal department has a separate training manager for the training department or in very small properties the personal manager himself is appointed as the training manager.

The training department acts as the backbone for all the operation in the hotel. The main emphasis of the training department is to train new employees at the time of training, brush up the knowledge and skills of the existing staff, to help increase their efficiency.

The training department uses various techniques to train and motivate the staff at the hotel. The training classes conducted on weekly basis for people of different departments.

ORGANIZATIONAL CHART OF THE TRAINING DEPARTMENT



MANAGEMENT INFORMATION SYSTEM

FRONT OFFICE MIS

There are various systems procedures forms and formats used in the front office department, which help to receive, register, take care, inform, and checkout the guest. These forms and formats help the department to function smoothly and

more efficiently. Keep records up to date and provide a better and more personalized service to the guest. The night receptionist does the night receptionist report of the NRR every night.

The night receptionist report (NRR) or the night room receptionist report includes the calculation of room occupancy percentage, percentage of double occupancy, house court for the day, average room rate for the day and average revenue generated per room per night.

There are other reports prepared by the night receptionist which all are statically in nature, like occupancy statistic report, this report gives the occupancy of the hotel for the day as compared to the occupancy on the same day of the previous year. This helps to easily compare the business of the hotel during this year to that of the previous year.

The reports submitted by the Front Office Dept. would include :

Guest history cards.

Consolidated reservation status board.

Forecasting report.

Black book.

Hotel dairy.

Group information sheet

PERSONAL DEPARTMENT MIS

To perform its functions, systems and procedures the personal department has recruitment forms, which grade a person facing an interview, standard advertisement patterns are also available on selection and appointment letters is given to the staff and on termination a relevant letter is given. Appraisals are given periodically.

The reports submitted by the Personal Department would include :

Attendance sheets.

Training reports.

Retirement records.

Staff grievance report.

Salaries and wages slip records.

ACCOUNTS MIS

Night auditors reports.

Guest transcript ledger.

Banking information.

Cashiers summary sheet.

Night auditors report.

Daily sales recapitulation report.

Flash report.

Tabulature register.

Total restaurant sales report.

Balance sheet.

Bank intimation slip.

Food cost control sheet.

F&B SERVICE MIS

Restaurants & Bars

Log books.

Guest comment cards.

Attendance sheet.

Breakage report.

Guest check / bill book.

Consumption sheet.

Food sale report.

Beverage sales report.

Room Service

Log book.

Guest complains.

Amenity voucher.

Breakage report.

Banquet

Log book.

Daily sales summary

Stock inventory register

Breakage reports.

ENGINEERING AND MAINTENANCE MIS

The department links with the front office, housekeeping dominantly, for the smooth working of hotel to ensure the guest a safe and comfortable stay. The department logbook is maintained in order to pass the information from one shift to another. This department is also required to give feedback on the amount of electricity consumption, water used etc. Various numbers of technical records are maintained to check the correct working of various plants like a/c plant etc.

Some of the reports prepared by the engineering and maintenance department are: -

Complaint book.

Log book.

Purchase of spare part register.

FOOD & BEVERAGE CONTROLS MIS

KOT & BOTs

Daily beverage sales report.

Daily food sales report.

Food cost control report.

Budget analysis report.

SECURITY MIS

Visitors pass.

Out-pass.

Returnable gate pass.

Accident or mishaps report.

Key register.

SALES AND MARKETING MIS

Log book.

Marketing analysis report.

Sales summary report.

PURCHASE AND STORES MIS

Purchase

Purchase order.

F&B indent form.

General order.

Log book.

Empties return book.

Stock taking register.

Receiving

Daily receiving register.

Delivery form record.

Stores

Stock book.

Invoice book.

Requisition form bill.

Spoilage bill.

PROBLEMS AND SUGESTIONS

The following are the problems of departments of The Park Hotel, Bangalore and their recommended suggestions to it.

FOOD AND BEVERAGE SERVICE

1. Problem:

Staff is not punctual:

As the staff is not punctual this results in delay at time of changing the shifts in the F&B service departments and the order's get delayed.

Suggestions

The manager should strictly enforce punctuality among the staff and should specify that if not being adhered; the staff would be taken into consideration.

2. Problem:

Briefing is not done at regular intervals for the staff.

As the service staff is not briefed at regular intervals for example at lunchtime, which may result in delayed service, number of booking etc Due to delayed service the guest is unsatisfied .

Suggestion:

The restaurant manager or assistant restaurant manager should give the briefing in the morning, lunch and at time of dinner. Specifying number of booking, number of VIP, groups coming to the restaurant.

3. Problem

Less cutlery and crockery in restaurant:

As the cutlery and crockery are indispensable in the restaurant so with the shortage of it the waiter has to run all the time to back area to collect the washed cutlery.

Suggestion:

Cutlery and crockery should be stacked enough in the station counter of the restaurant. Some of it should be kept for the emergency purpose.

FOOD AND BEVERAGE PRODUCTION

1. Problem:

Garbage disposal is not proper as it may cause infection and contamination of food, which may result in illness of the guest and would create bad impression to the hotel.

Suggestion:

Garbage to be disposed in plastic bags, which can be sealed after words and should be removed by the kitchen stewards twice a day.

2. Problem:

Raw food is handled by hand:

While getting raw food from the storage and deep freezer it is handled by hand which may result in cross contamination of food. If the guest consumes the food and suffers sickness it will create bad reputation to the hotel.

Suggestion:

While preparation and handling of raw food gloves should be worn by production staff to reduce the cross contamination.

FRONT OFFICE

1. Problem:

Shortage of Internet cables:

The front office department faces a big problem for the supply of Internet cables to the room. This results in keeping the guest waiting hence delaying of service.

Suggestion:

Sufficient stock of cables should be kept in the front office department, which would not keep the guest waiting and hence resulting in efficient service.

2. Problem:

Lack of training:

There is another problem that is being noticed, as staff is not being trained up to the mark. Lack of sufficient training is seen in performance of the staff.

Suggestion:

The staff should be provided with more training classes by which they can sharpen their skills and efficiency in conducting the work.

3. Problem:

Communication problem:

Another problem noticed in front office department is the staff working in the front desk has poor communication skills and due to this the guests face problems while communicating.

Suggestion:

If the communication skill is not up to the mark they should be sent to the training department for their improvement in the communication skills

HOUSE KEEPING

1. Problem:

Improper handling of linen:

In case of laundry from each room is being thrown off from the chute. The linen is of which particular room cannot be located. As the staff does not properly handle linen it may result in damage and loss of linen.

Suggestion:

Linen should be thoroughly checked in the presence of linen supervisor, so as to check whether the linen is damaged or not lost by the staff. The linen supervisor should give adequate amount of linen to the room boys in order to control loss of linen.

2. Problem

Carpets are not being cleaned properly

The floor carpets are not properly cleaned as it gives a bad odor, as it is not being taken care resulting in drop of standard of the hotel.

Suggestion:

The proper spring-cleaning of the carpets should be done to avoid the bad odor from the carpets.

3. Problem

Less trained staff.

Due to lack of qualified personnel in house keeping department work gets delayed and customers receive unsatisfactory service, which create bad impression about the hotel in guest mind. And once the guest leaves the hotel after unsatisfactory service, the guest doesn't come back.

Suggestion:

While recruiting housekeeping personnel, candidates qualifications and experience should be taken into account and as well as at regular intervals training provided to the existing housekeeping staff in order to provide satisfactory service to the guest.

CONCLUSION

The project has been prepared to list out the operational aspects of different departments of The Park Hotel Bangalore. After compiling the various information's of different departments and providing solution to the various problems a solution may be drawn that no department is without problems.

The project has partially explains the various functions and procedures of department at The Park Hotel Bangalore. The hotel is running reasonably well and has a good share of business and corporate clientele but it is worthy to mention now that the system and procedures need an up gradation. A little more strain on the delegation of power should be given

I suggest a closer coordination without interference between all the departments. There should be a regular training of the staff by various section heads. This will ensure smooth running of the hotel.

The Park Hotel faces staff competition posed by other star hotels in the city. It also comparatively for the hotel to have more satisfied staff. For this the personnel department should check the appraisal of all employees and give promotion and incentives to all the deserving people.

The park hotel being the premier hotel chain in India should set standards that others must follow. In today's competitive world it is essential to be aware of the changes taking place in the outside world which will help hotels keep in turn with race and trends. The area which were fit to be particularly important and were emphasized were:

- Purpose and cares performed by each department.
- The departmental hierarchy
- The various components of the departments
- The management information system used in the department

The main objective of this study was to analyze the systems procedures and operational aspects of the various departments in a hotel. It is felt an in-depth study of this nature into any organization structure systems, functional and informational systems. Welfare provides knowledge and valuable insight into the working of this complete high professional and profitable quagmire called “Hotel”.