



NAME- PALAK BHALLA
PROGRAM- BHMCT

COURSE: HMCT 2011 FUNCTIONAL EXPOSURE TRAINING
ROLL NO. 1914760007

INDUSTRIAL TRAINING REPORT



ANDAZ™ | DELHI

Prepared By:
Palak Bhalla

CERTIFICATE OF COMPLETION OF INDUSTRIAL TRAINING

ANDAZ²

This is to certify that

Palak Bhalla

has successfully completed the following course
Industrial Training (All Core Department)
from August 01, 2022 to February 01, 2023

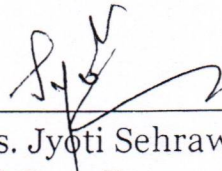


Ranjana Pal

Director of Human Resources
Andaz Delhi

CERTIFICATE

I certify that this Internship report submitted for the partial fulfilment of the degree of BHMCT –Bachelors Of Hotel Management And Catering Technology by **Ms. Palak Bhalla** is made on the basis of internship carried out by her during the period from **1st August 2022 to 2nd February 2023** under my guidance and supervision, and that this work has not formed the basis for the award of any Degree, Diploma or other Titles in this University or any other University or institution of Higher Learning.



Ms. Jyoti Sehwat
School Coordinator (SOHMCT)

CERTIFICATE OF GENUINE WORK

I, Palak Bhalla hereby declare that this report made on the basis of Internship pursued at Andaz Hotel, Aerocity, New Delhi from 1st August 2022 to 2nd February 2023 Gurugram University Registration No. _____ College Roll No. 1914760007 in partial fulfilment of Bachelors of Hotel Management And Technology And Catering Technology is my original work and has not formed the basis for the award of any degree , diploma or any other similar titles either in Gurugram University or any other University in India.



PALAK BHALLA

Batch (2019-22)

ACKNOWLEDGEMENT

With a profound sense of satisfaction and gratitude to my Training Manager Ms. Anjali Singh for the exemplary guidance, monitoring, and constant encouragement throughout my Industrial Training. I also take this opportunity to express my gratitude to all the heads of the Department along with the staff members of ANDAZ, New Delhi for their cordial support, valuable information, and guidance which helped me in completing my tasks and developing my skills. I wish to place on records that the training was imparted in a highly congenial atmosphere true to the reputation of ANDAZ, New Delhi, has been of immense value to me and I will endeavour to put into practice all that I have learned to sharpen my skills and develop my skills and develop my personality. The training has helped me to inculcate the right kind of skills, knowledge & attitude to make a careers a successful hotelier.

I would also like to express my gratitude towards my university K.R. MANGALAM UNIVERSITY for providing me the opportunity to be a part of this Industrial Training; my professors and my seniors for supporting and helping me throughout this training.

ABOUT THE ANDAZ GROUP

‡HISTORY‡

On December 20, 2016 Hyatt hotel corporation announced the opening of Andaz Delhi, marking the Andaz brand's first hotel in India and 16th worldwide. Represented in world-class cities like London, New York, Tokyo and Shanghai, Hyatt's luxury lifestyle brand celebrates local culture and the unique spirit of neighbourhoods, and is now set to make its mark in India's vibrant capital with the opening of Andaz Delhi in Aerocity. Similar to the brand's other hotels, Andaz Delhi offers inspiring experiences through the neighbourhood's rich history and culture, helping guests get to know their surroundings more intimately and leave feeling like a local.

"Andaz derives its name from the Hindi word for 'personal style,' and each location offers guests a fresh and stimulating hotel experience that fuels creativity and inspires them to engage in their own personal sense of luxury and style," said Kurt Straub, Vice President of Operations, India, Hyatt. "The opening of Andaz Delhi marks a significant milestone for the brand."

PROPERTIES:

Hyatt Hotels Corporation, headquartered in Chicago, is a leading global hospitality company with a portfolio of 12 premier brands and 679 properties in 54 countries, as of September 30, 2016. The Company's purpose to care for people so they can be their best informs its business decisions and growth strategy and is intended to create value for shareholders, build relationships with guests and attract the best colleagues in the industry. The Company's subsidiaries develop, own, operate, manage, franchise, license or provide services to hotels, resorts, branded residences and vacation ownership properties, including under the Park Hyatt, Grand Hyatt, Hyatt Regency, Hyatt, Andaz, Hyatt Centric, The Unbound Collection by Hyatt™, Hyatt Place®, Hyatt House, Hyatt Ziva, Hyatt Zilara and Hyatt Residence Club brand names and have locations on six continents.

BOARD OF DIRECTORS:

ANDAZ, New Delhi is a joint venture between a subsidiary of Hyatt and Juniper Hotels PvtLtd [JHPL]. Hyatt subsidiary owns 50 percent of the hotel. Arun Saraf and family own the other 50 percent.

ANDAZ, NEW DELHI

‡OVERVIEW‡

ANDAZ, NEW DELHI is an iconic luxury 5 star hotel in NEW DELHI. It is located in INDIA's cosmopolitan capital city and it is 10 mins from the Domestic airport and 15 mins from International airport.

ANDAZ, a luxury boutique hotel by Hyatt will make its Indian debut in Delhi on December 20, 2016

The boutique hotel with 401 rooms and suites and 129 apartments is located in Aerocity, within proximity to Indira Gandhi International Airport. Room sizes range from 33 sqm to 49 sqm, suite sizes range from 72 sqm to 209 sqm and the apartments are sized between 56 sqm and 192 sqm. Following the trend of its properties worldwide that capture the local culture, each accommodation category at Andaz Delhi will have one piece of art that "celebrates a reason to fall in love with Delhi".

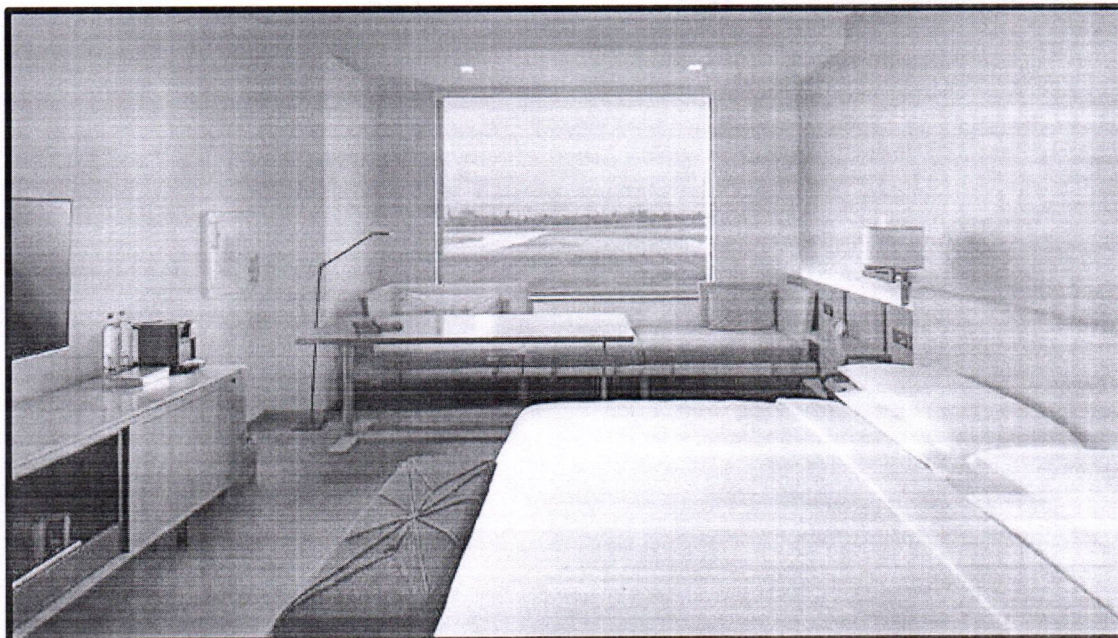
Wifi, local calls and non-alcoholic beverages and snacks from the minibar are free to all hotel guests. They can also access the 24-hour gym, two outdoor swimming pools and spa to unwind at. Amongst its F&B offerings, AnnaMaya is a modern European food hall inspired by flavours of India; Andaz Deli is the patisseries with an array of delectable treats; Juniper Bar is essentially a gin and tonic destination; The Hong Kong Club is a multi-level bar, club and lounge.

Also, on the property are 3,484 sqm of meetings and events space, in addition to a 994 sqm ballroom and an auditorium for private movie screenings, previews and corporate presentations.

‡ **ROOMS & SUITES** ‡

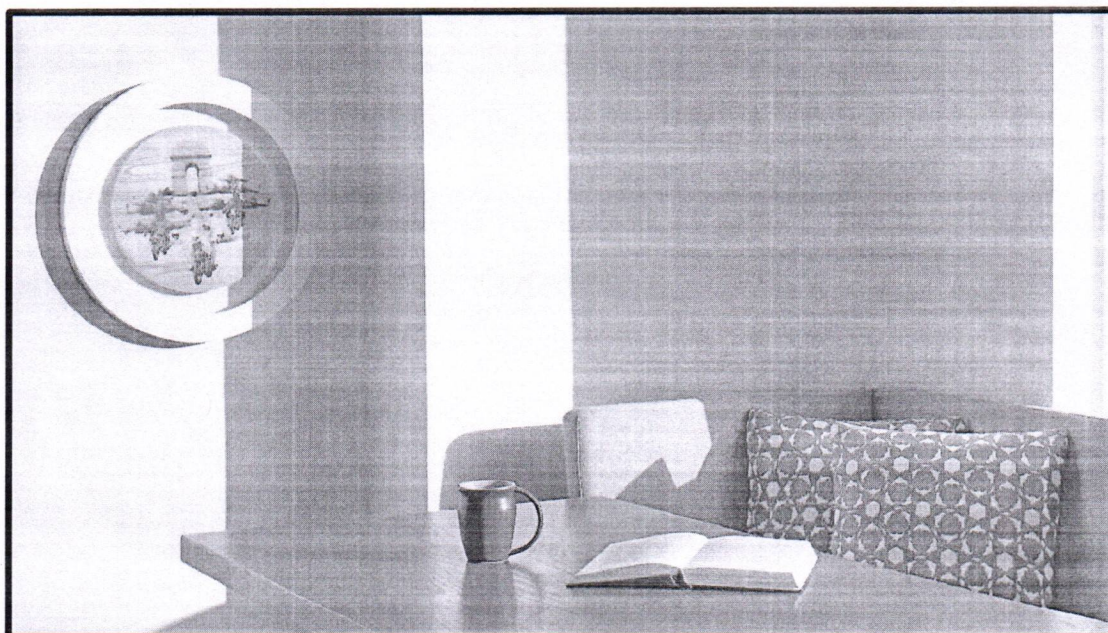
The hotel has 401 rooms and 129 apartments featuring elegant floor to ceiling windows, which allow natural light and offer unmatched views of the INDIRA GANDHI INTERNATIONAL AIRPORT, New Delhi.

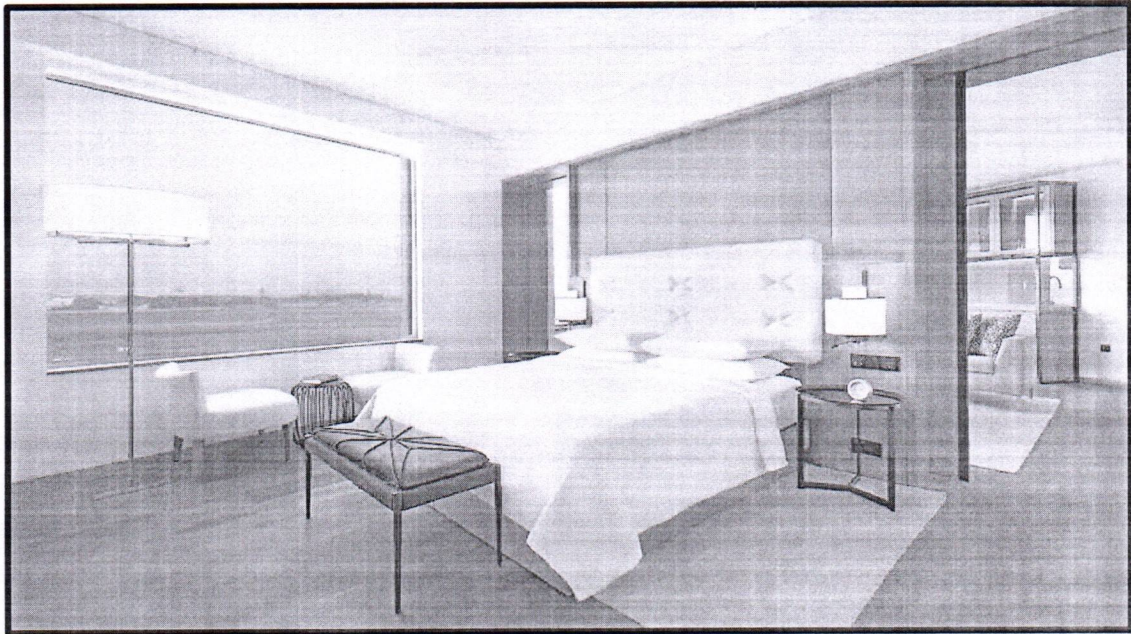
All rooms and suites accord a spacious layout, furnished with Parquet Burma Teak timber wooden flooring, well-appointed walk-in closets, full-length mirrors, and an expansive Italian marble bathroom. The bathroom is fitted with an immaculate standalone bathtub with a hand shower, a separate glass-panelled shower, and washbasins of modern design, radiant with spotlights and glowing with large backlit mirrors. Our rooms are designed to meet the needs of the business traveler, with high-speed Internet, international television news channels, 24-hour Butler, Laundry, In-room dining, and a selection of daily newspapers. Guests reach their rooms through the wall to wall hand-knotted carpeted corridors with walls adorned with original lithographs.



DELUXE ROOMS

Size – 72 sqm to 209 sqm
View – Airport Runway view
Room only rate – INR 15,400



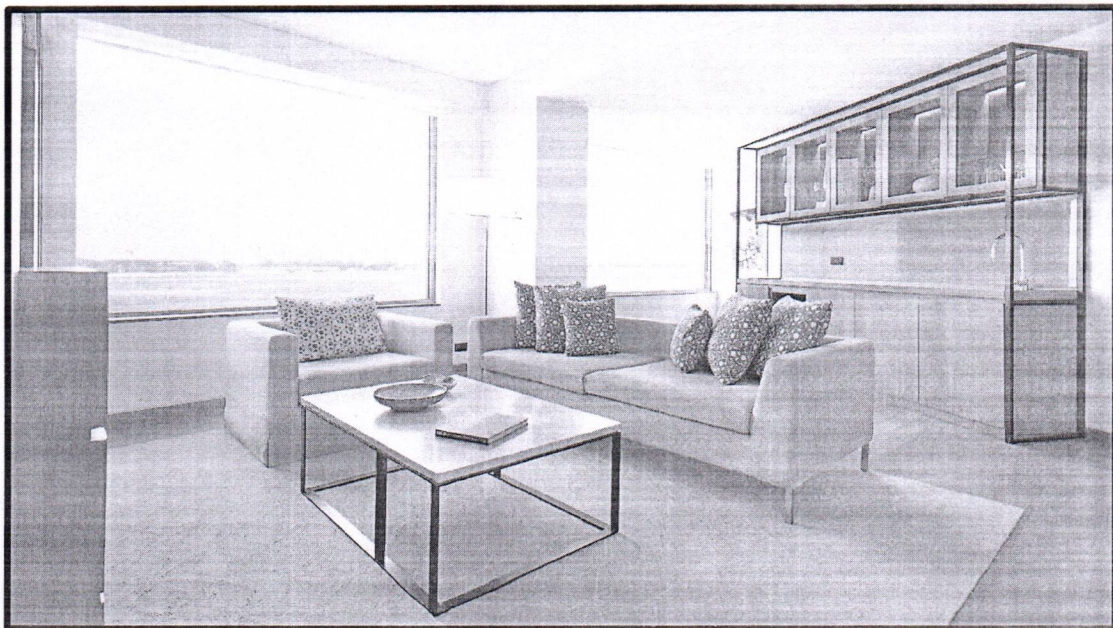


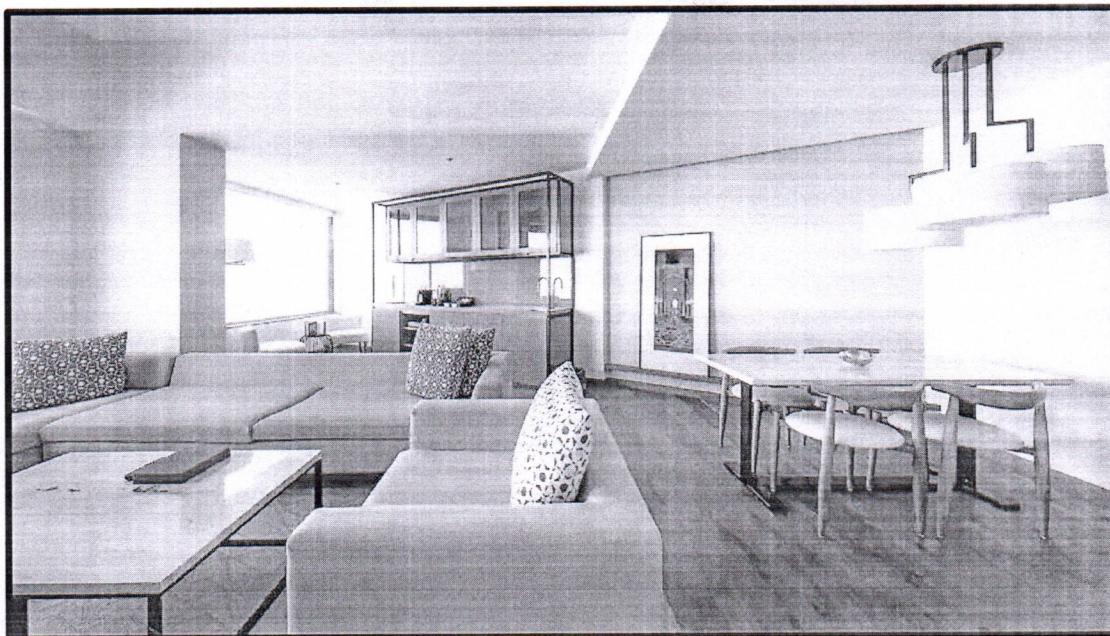
SUITE ROOMS

Size – 72 sqm

View – Airport Runway view

Room only rate – INR 18,625



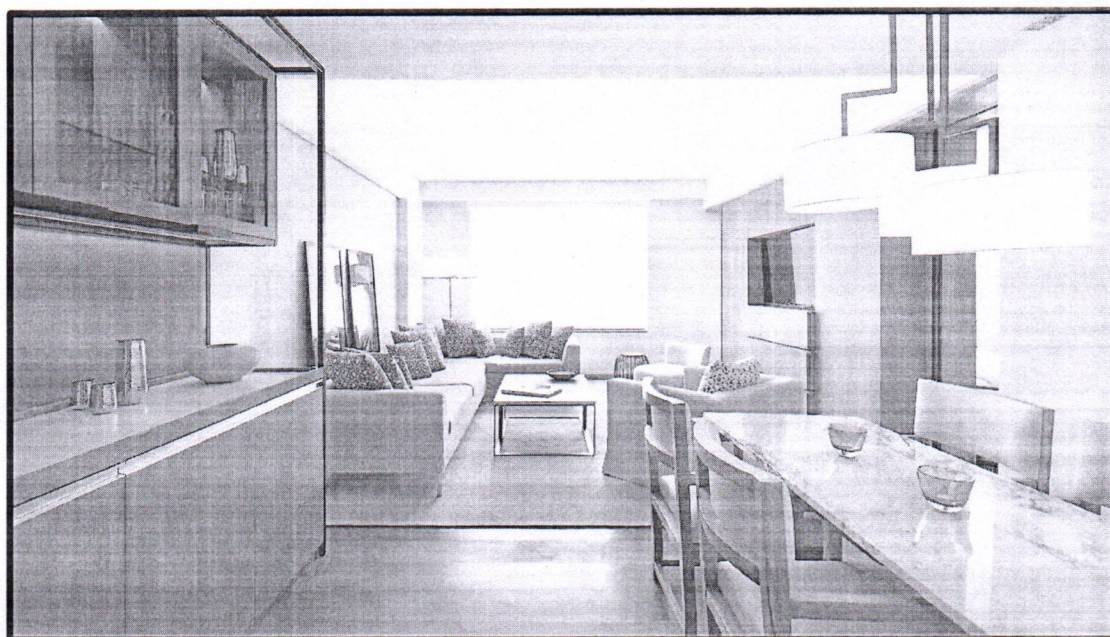


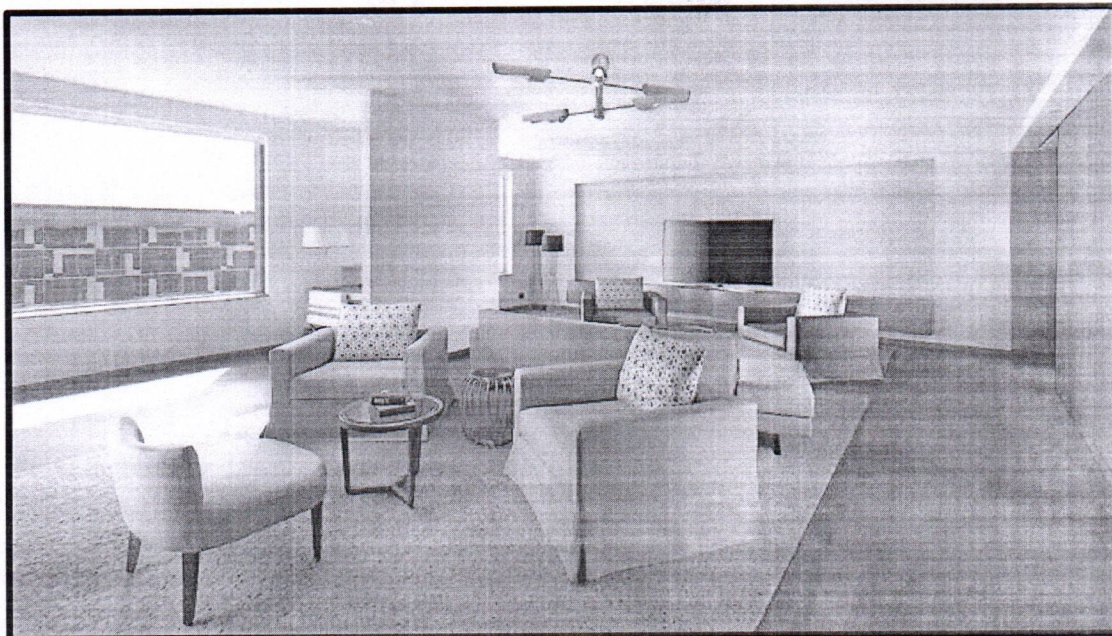
LARGE VIEW SUITE

Size – 81 to 86 sqm

View – Airport Runway view

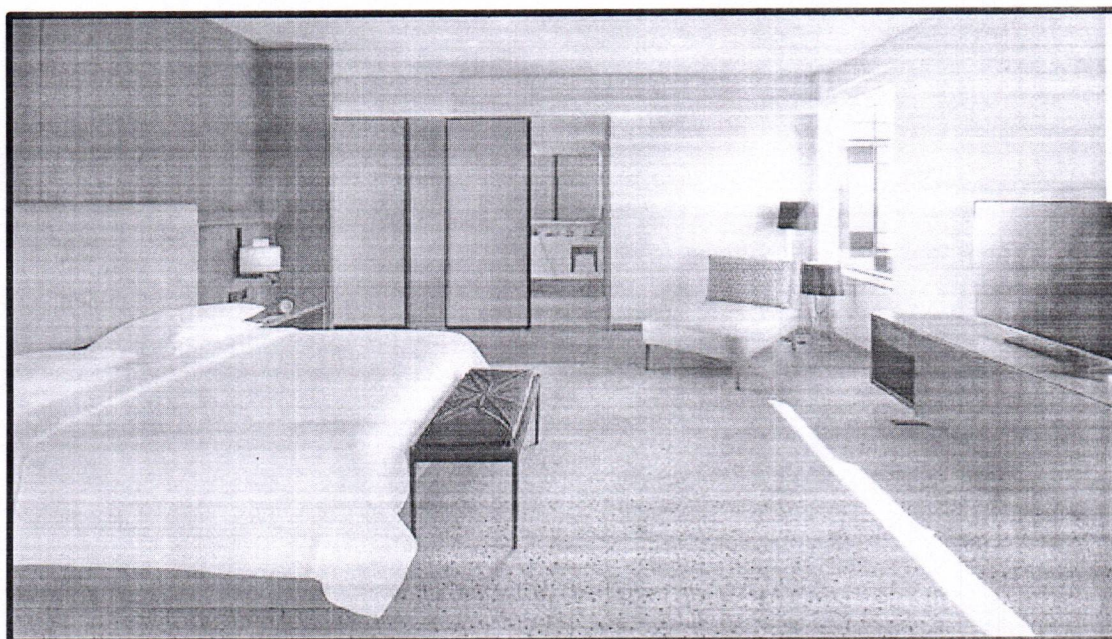
Room only rate – INR 25,500

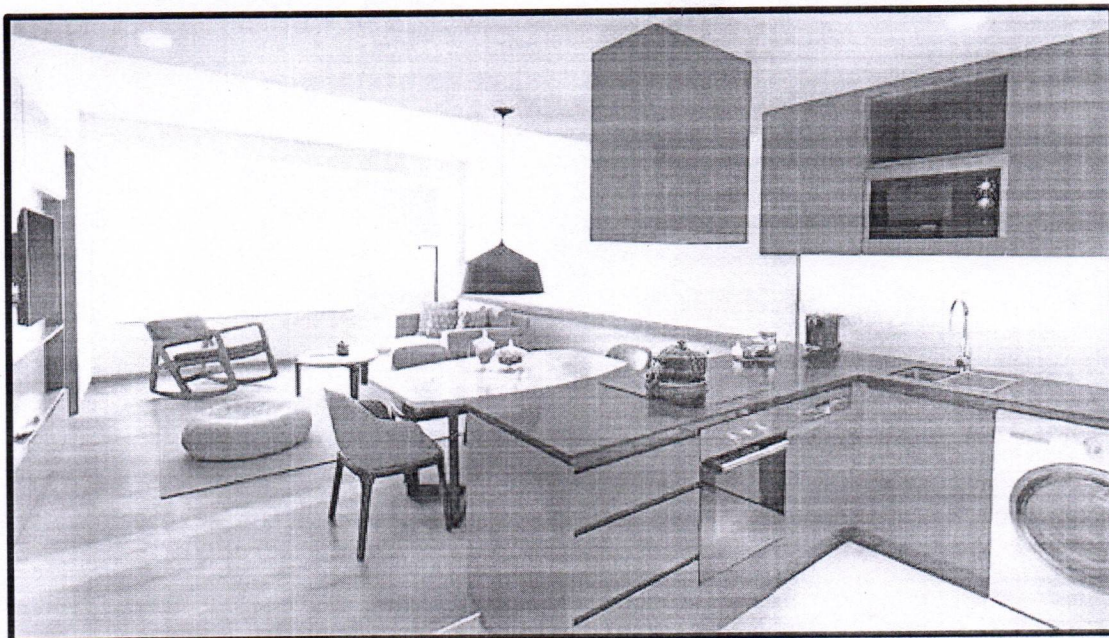




SIGNATURE SUITE

Size – 209 sqm
View – Andaz Inner View
Room only rate – INR 260,625





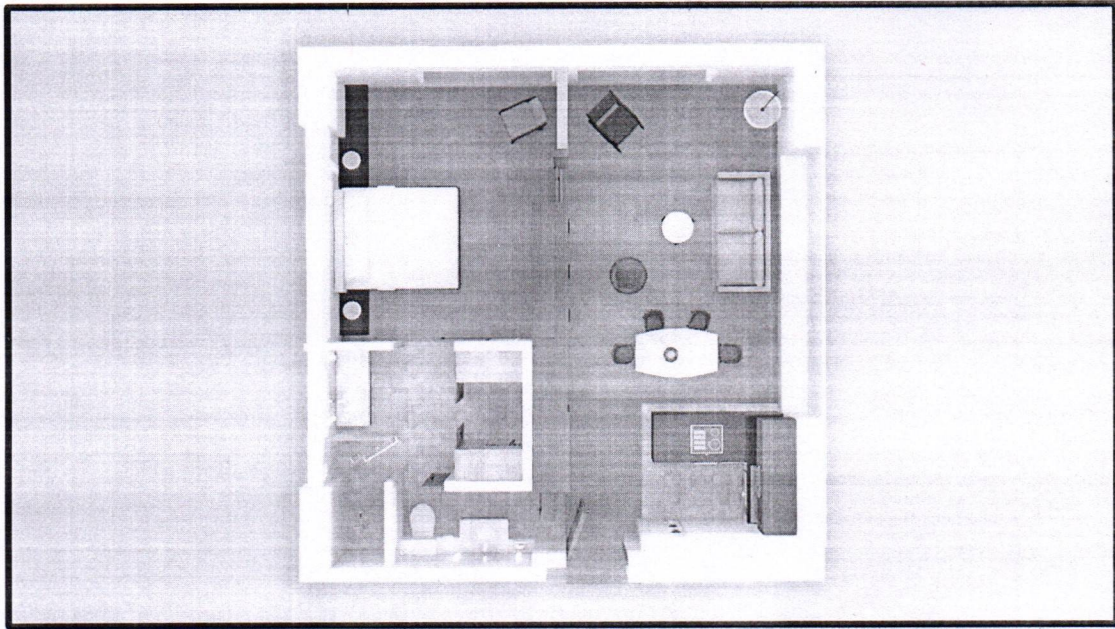
ONE /TWO/THREE BEDROOM APARTMENT

Size – 71 sqm / 110 sqm / 188 sqm

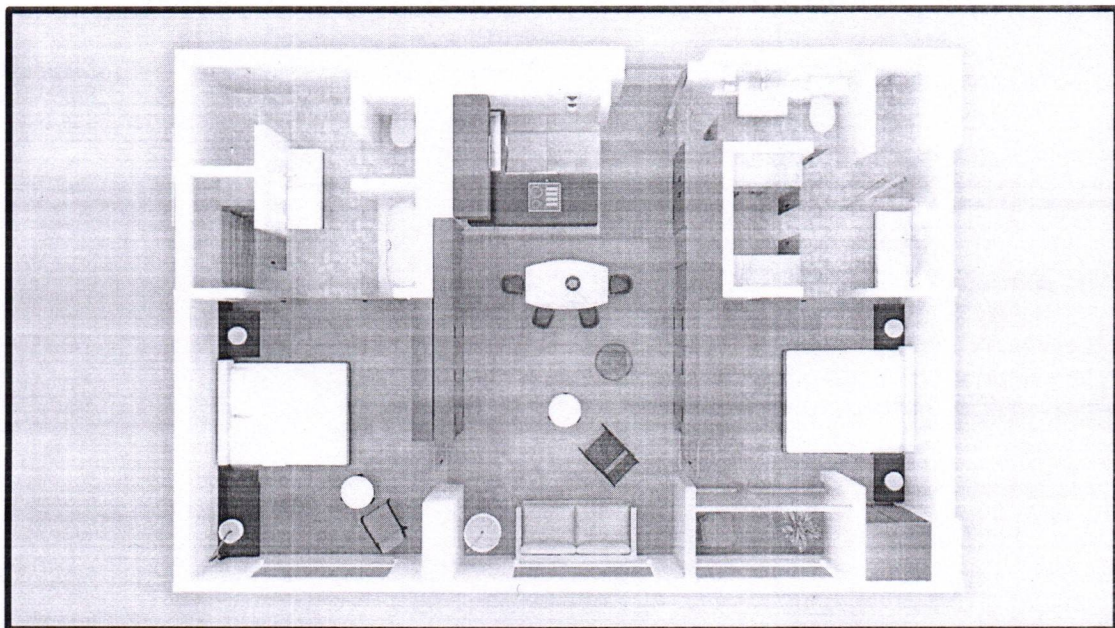
View – Worldmark View

Room only rate – INR 21K / 27K / 33K





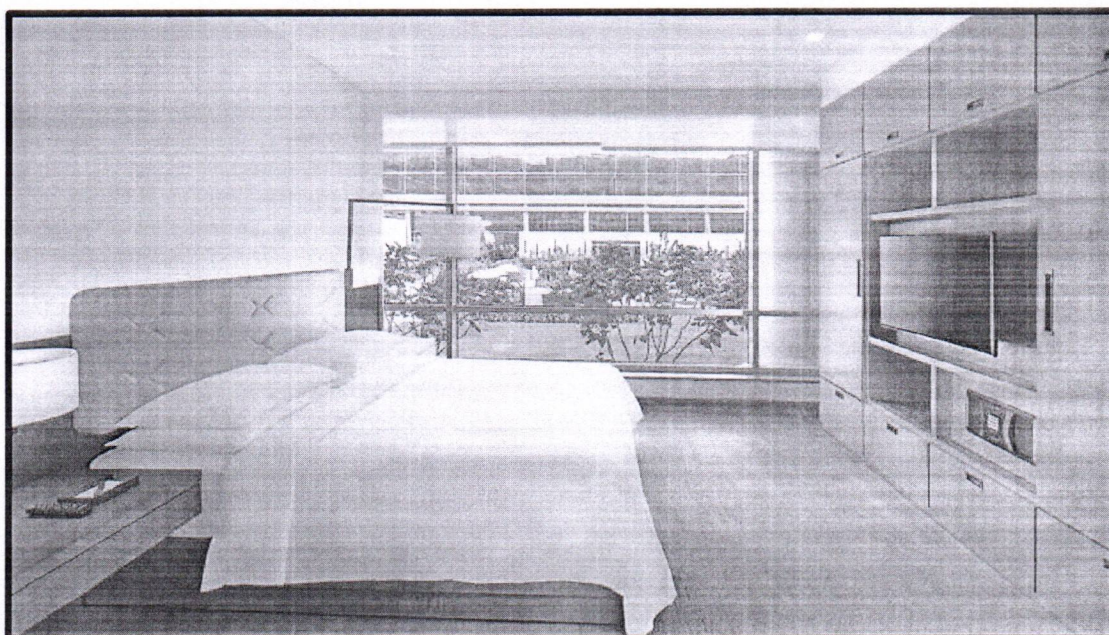
ONE /TWO/THREE BEDROOM
APARTMENT -
FLOOR PLANS





TWO/THREE BEDROOM TOWNHOUSE

Size – 154 sqm
View – Worldmark View
Room only rate – INR 33,000 / 45,000

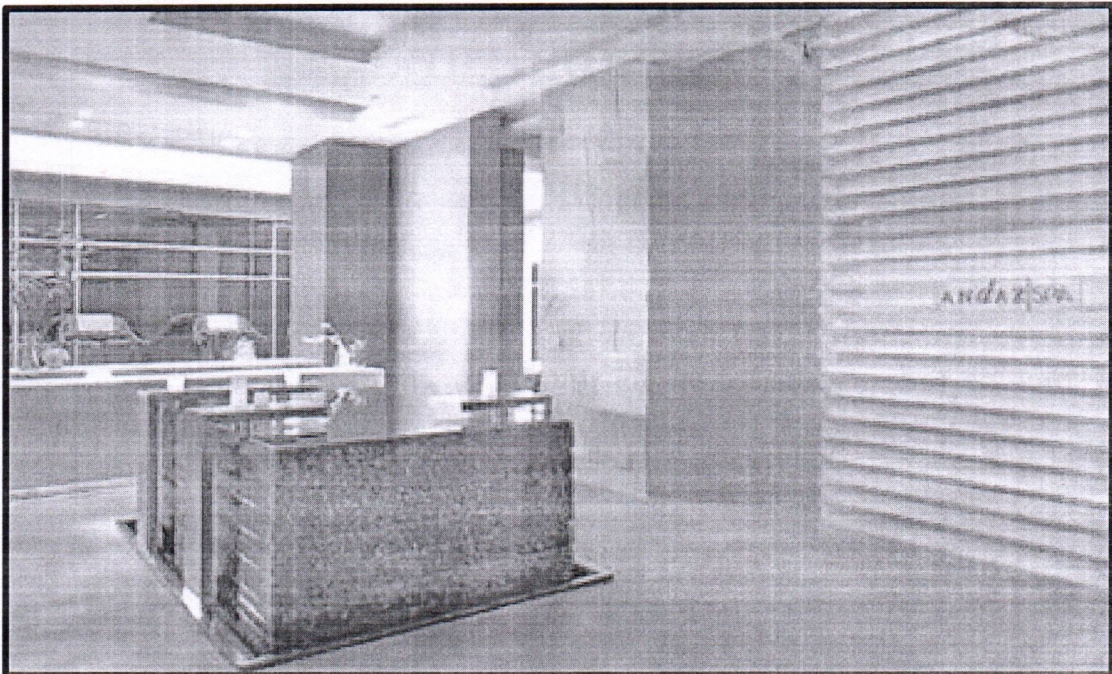


‡ WELLNESSAMENTIES ‡

The spa, swimming pool, and fitness center in ANDAZ, New Delhi provides the perfect escape from a busy schedule and the rush of a bustling city.

- THE ANDAZ SPA -

Andaz spa offers an innovative apothecary approach guided by your chakra energies and desires. Andaz spa signatures experiences combine seasonal fruits, herbs, minerals and essential oil with authentic therapies to balance the body and mind. Each room has private treatment and relaxation area and en suite steam shower and a washroom.



Timings – 9:00 am to 9:00 pm

DIFFERENT SPA THERAPIES AT ANDAZ

'CHAKRA HEALING'

Each guest Spa Journey is guided by the Chakra healing philosophy of balancing and restoring the flow of energy in one's body. Chakras direct and distribute the flow of electromagnetic energy (aura) in the body, representing one's well-being. Illness and loss of emotional equilibrium takes place when there is an imbalance within these energy channels and frequencies. With the use of the Elements, Crystals, Colour, Apothecary and Ayurveda, we can restore, rebalance and reactivate our Chakra centres. This ancient philosophy serves as a guide to physical and spiritual well-being in Hindu and Buddhist cultures.

'CROWN CHAKRA'

Sahasrara

The Crown Chakra represents spiritual enlightenment. The Amethyst is believed to induce a sobering effect on the mind and body.

Recommended for those in need of clarity.

'THIRD EYE CHAKRA'

Ajna

This Chakra is tied to one's intuition, inner vision and intellect. Sodalite deepens your meditative state, helping you achieve emotional balance.

Recommended for those facing difficulty with concentration.

'THROAT CHAKRA'

Vishuddha

The throat Chakra aids self-expression; the Lapis Lazuli stimulates the mind, enhancing intellectual ability and memory.

Recommended for those looking to add gravitas to the opinions they share.

'HEART CHAKRA'

Anahata

The heart Chakra is the meeting point for all the Chakra energies, unifying one's being. The Jade soothes and renews this Chakra point.

Recommended for those in need of balance.

'SOLAR PLEXUS CHAKRA'

Manipura

This Chakra is connected to one's will to act; as this Chakra is empowered so are one's actions. Yellow Citrine aids in lending power to one's gut feelings.

Recommended for those looking for fortitude.

'SACRAL CHAKRA'

Svadhithana

The sacral Chakra is the focal point of one's compassion and zest for life, along with sexuality. Carnelian assists in opening this Chakra, and by extension one's entire self, to new experiences.

Recommended for those grappling with change.

'ROOT CHAKRA'

Muladhara

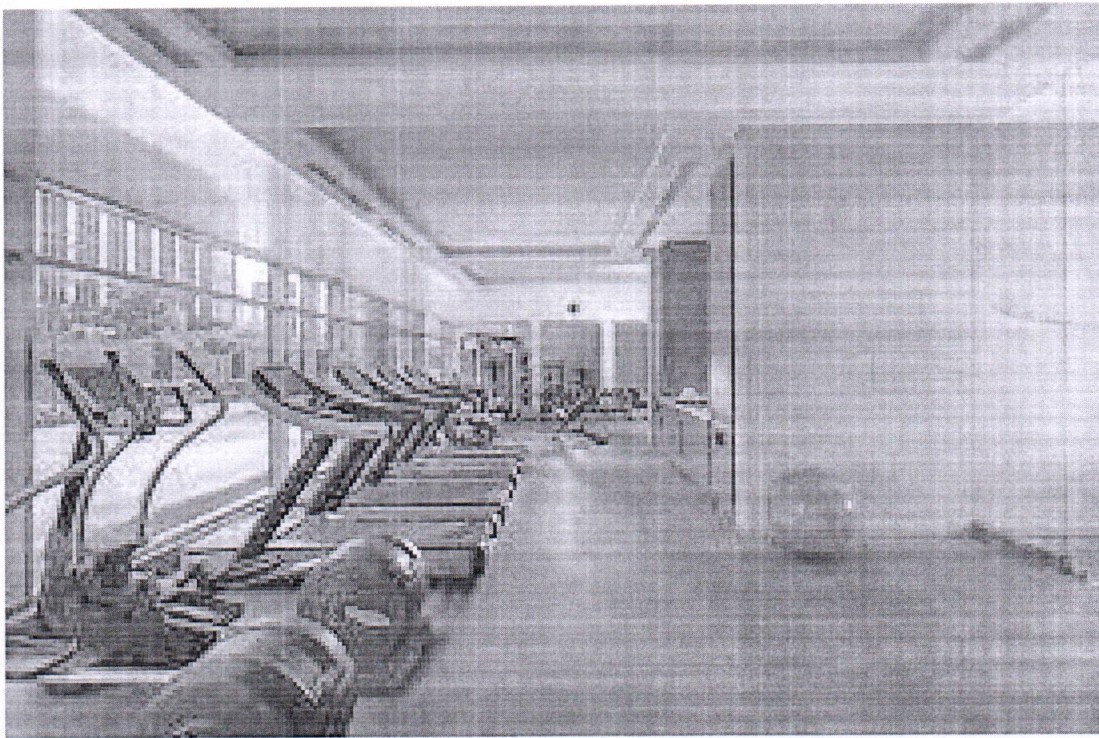
The foundation of one's spiritual development, the energies of this Chakra form the bedrock of one's being. Red Jasper is the stone of endurance. Its steady frequency calms the body and ensures a stable flow of Chakra.

Recommended for those experiencing turbulence, physical or emotional

- HEALTH CLUB -

The state-of-the-art Fitness Centre compliments the spa and is the ideal venue to recharge after a hectic day.

It caters to the needs of the fitness enthusiast and is equipped with a complete range of cardiovascular and strength equipment, with stretching areas and a separate Yoga room.

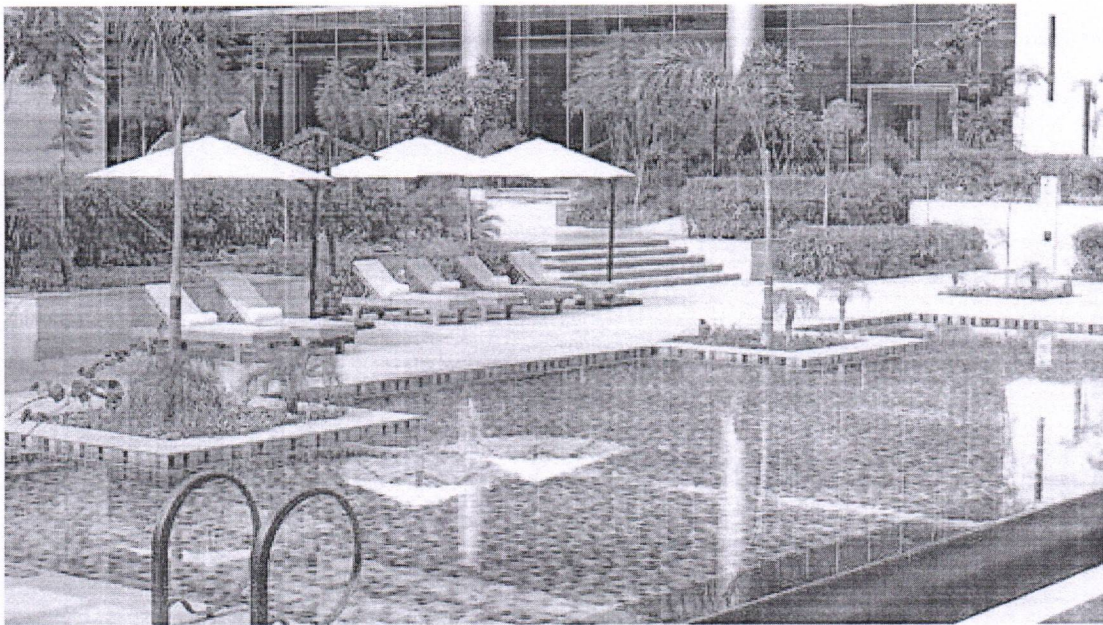


Timing: Open 24 hours

-SWIMMING POOL -

A reflective swimming pool with an infinity edge offers the business traveler a calm respite from a hectic workday.

The pool bar serves refreshing beverages and light snacks.



Timing: 7:00 am – 9:00 pm

‡ **FOOD AND BEVERAGE OUTLETS** ‡

Restaurants at ANDAZ , New Delhi include the main dining restaurant, Soul Pantry which is an Italian restaurant and the last one is Juniper bar which is the India's first in house Gin bar. It also has 40 in house infused gins.

- **ANNAMAYA – MAIN DINING RESTAURANT** -

All day fine dining restaurant in Delhi with international flavours in ANDAZ signature style

The modern foodhall with dishes inspired by the vibrancy, flavors, and colors of India. Indulge in a thoughtfully curated range designed around consciously sourced ingredients, plant-based recipes, and artisanal ingredients.

Total covers – 120

Hours:

Breakfast (Mon-Fri): 6:30 am to 10:30 am

Breakfast (Sat-Sun): 6:30 am to 11:00 am

À la Carte – 24 hrs

-SOUL PANTRY – ITALIAN RESTAURANT -

Soul Pantry is a bespoke eatery, inspired by the forgotten and nutrition-dense grains of India.

The outlet is centered around today's collective consciousness and growing awareness of wellbeing. A fresh approach with an inspiration derived from nature, led by an all woman's team. A soulful experience awaits!

Enjoy fresh salads and juices, favourite pizza in the nutrition-dense flatbread along with a daily selection of desserts and beverages.

Total Covers – 60

Hours – 11:00 am to 11:00 pm

JUNIPER BAR – GIN BAR

India's first gin bar - Juniper Bar is the perfect place to socialize and entertain friends and colleagues. The highlight is the diverse selection of **40 stylized gin and tonic infusions**, all revolving around the botanical and medicinal history of juniper.

Total covers – 80

Hours – 11:00 am to 1:00 pm

Social hours – 6:00 pm to 8:00 pm

‡ BANQUETS ‡

The oval shaped pillar-less ballroom is one of the largest indoor luxury wedding spaces in Delhi and can accommodate up to 1,500 guests. The unobstructive design of the ballroom provides a blank canvas to customize and decorate the space based on the individuality and style of any guest.

The ballroom pillar-less space is 1002 s m (10700 sq ft)

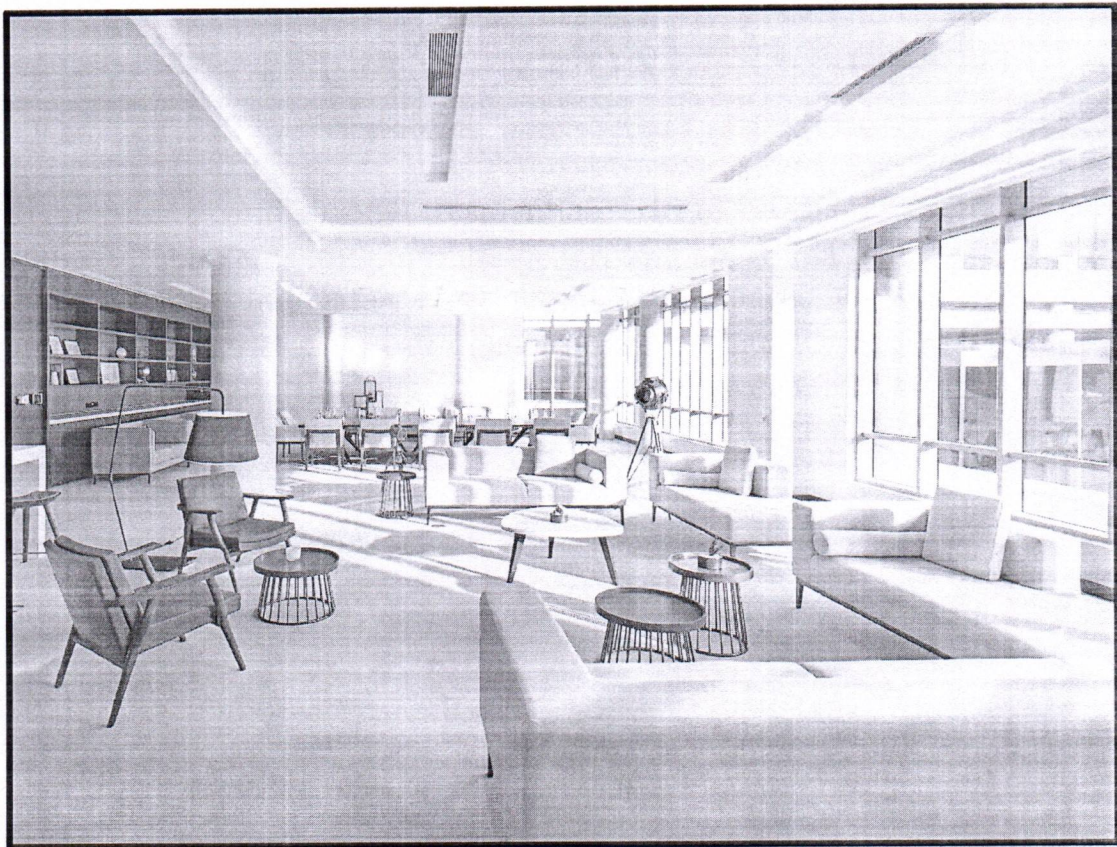
The ballroom pre-function area space is 906 sq m (9694 sq ft)

The perfect venue for outdoor events and celebrations - car launches, wedding ceremonies, team events and cocktails under the stars. The beautiful courtyard and gardens are a sensory delight all through the year.



‡ MEETING & CONFERENCES ‡

Eight Andaz Studios offer residential-style meeting and event spaces with open kitchens and an outdoor terrace. The venue offers 700 sq m (7497 sq m) of innovative meeting and event spaces, with fluid layouts and functional design creating environments that dissolve barriers and encourage creative thinking, interaction and conversation. Each Studio is dedicated to a theme that is further illustrated by the artifacts placed in that particular studio.



‡ **FRONT OFFICE** ‡

This department is one of the major operational and revenue- producing departments of the hotel which generates two-thirds of the revenue earned by a hotel from the sale of the guest rooms. It involves providing valuable services to the guests during the entire guest cycle consisting of Pre-arrival, Arrival, Occupancy, and Departure.

Sub-Division of Front Office:

- Guest Relations
- Main Porch
- Bell Desk
- Cashiers
- Reception
- Concierge
- Reservations
- Guest Service Centre

- TASKS PERFORMED BY ME-

During my training in the front office department, I was mainly allocated at Guest Relations, Lobby Management, and Operators.

Guest Relations and Lobby Management:

- Greeting and welcoming the guests as they arrive.
- Escorting the guest to the reception if it's a check-in.
- Escorting the guest to the room. Helping the guest with the directions to a particular outlet or banquet.
- Informing the guests about the hotel's facilities. Maintaining the upkeep of the lobby.
- Make sure that every guest wears a mask. Writing down the welcome cards to be placed in the guest's room.
- Handing over the amenity vouchers to the butlers.
- Running errands or delivering parcels of guests to their room.

At Front Desk as Operator:

- Saving the ID proof of the guests.
- Completing the VICAS (Visitor Identification Capture & Archiving System) process of every guest.
- Completing the C-Forms of foreign guests.
- Filling the Arrival & Departure register.
- Printing out the arrival sheets and maintaining the arrival register.

HIERARCHY OF FRONT OFFICE

ROOMS DIVISION MANAGER

|

**FRONT OFFICE
MANAGER**

|

ASSISTANT FRONT OFFICE MANAGER

|

DUTY MANAGER

|

**SUPERVISOR
(PER SECTION)**

|

ASSOCIATE (PER SECTION)

|

TRAINEE

‡ HOUSEKEEPING ‡

Responsibilities:

- Stock and sort supplies.
- Vacuum, clean, dust, and polish guest rooms.
- Make beds, change sheets, remove and replace used towels and toiletries.
- Deliver and retrieve items on loan to guests e.g. iron and ironing boards.
- Ensure security of guest rooms and privacy of guests.
- Perform rotation cleaning duties (e.g. steam clean carpets) as required.

MINIBAR

- **MINIBAR FRIDGE**

- Fanta [1]
- Coca cola [1]
- Sprite [1]
- Gingerale [1]
- Schwepps soda [1]
- Cups [2]
- Water bottles [2] ,Kinley [2]
- Coffee machine
- Kettle
- Snacks:McVitie'sdigestive biscuit, KhataMeetha ,Navratan, jeera biscuits.
- Coffee mugs [2]
- Spoons [2]
- Hi-Ball [2]
- Old fashion glasses [2]
- Creamer [D'lecta or Amul]
- Tea & Coffee –Decafs sachet by Nescafe- 4, English breakfast- 3 [By clive] , Green darjeeling- 3 [By clive] ,
- Black tea-3 [By clive] ,Brown sugar sachet- 4 ,White sugar sachet-

- TASKS PERFORMED BY MEDURING
HOUSEKEEPING-

During my training in the housekeeping department, I was mainly allocated to rooms, minibar, housekeeping desk, and linen room.

- Enters and prepares the room for cleaning.
- makes bed.
- dusts the room and furniture.
- replenishes guestroom and bath supplies.
- cleans the bathroom.
- cleans the closet.
- vacuums and racks the carpet.
- checks and secures the rooms.
- replenish amenities according to the operational standards.
- ensure security of guest rooms and privacy of guests
- Vacuuming of guest bathroom/bedroom/floor/Corridor
- Responsible for replenishment of guest complimentary water.

HIERARCHY OF HOUSEKEEPING

ROOMS DIVISION MANAGER

|

EXECUTIVE HOUSEKEEPER

|

**ASSISTANT EXECUTIVE
HOUSEKEEPER**

|

ASSISTANT HOUSEKEEPING MANAGER

|

SUPERVISOR

|

ASSOCIATES

|

TRAINEE

‡ **FOOD & BEVERAGE** ‡

During my training in food and beverage department, I was mainly allocated in **JUNIPER BAR**.

JUNIPER BAR

Juniper is the perfect place to socialise and entertain friends and colleagues. There are 40 stylised gin and tonic infusions, all revolving around the botanical and medicinal history of juniper. Juniper bar has its signature gin named as Delhi's fire. At Juniper bar u can get exiting in house gins and electric range of cocktails. As well as different types of alcohols at the bar.

- TASKS PERFORMED BY ME DURING-

- Daily cleaning and managing of back area.
- wiping of cutlery, plates, bowls, and glasses.
- washed glasses
- picking ups from the bakery.
- placing order on the table.
- clearing the table and dusting it from time to time.
- doing clearance from the tables.
- setting up the table.
- getting the beverage from the bar and serving it to the guest.
- folding napkins.
- served guests the ordered food.
- Making drinks for the guest such as making Delhi's fire gin with tonic water.
- Do billing for the guest

HIERARCHY OF F&B

F&B MANAGER

|

RESTAURANT MANAGER

|

IRD MANAGER

|

EVENT MANAGER

|

**ASSISTANT MANAGER
(RESTAURANT/IRD/EVENT)**

|

SUPERVISOR

|

ASSOCIATE

|

TRAINEE

‡ KITCHEN ‡

During my training in kitchen department, I was mainly allocated to Commissary and Banquet kitchen.

- TASKS PERFORMED IN GARDE MANAGER-

- Cutting of fruits.
- Separating fresh leaves from bunches.
- Picking up store.
- Setting up the walk-in.
- Peeling potatoes and onions.
- Picking up vegetables from the commissary.
- Help in preparing starters such as palak patta.
- Processing of lettuce.
- Setting up the fruit platter.
- Cutting vegetables in different styles.
- Sharpening up the knife everyday.

BANQUET KITCHEN

- TASKS PERFORMED IN BANQUET MANAGER-

- Picking up store.
- Picking vegetables from the commissary.
- Cutting chicken fingers.
- Making appetizers for events.
- Going on different live stations.

HIERARCHY OF KITCHEN

EXECUTIVE CHEF

|

EXECUTIVE SOUS CHEF

|

SOUS CHEF (PER SECTION)

|

JUNIOR SOUS CHEF

|

CHEF DE PARTIE

|

COMMI

|

COMMI II

|

COMMI ALL

|

APPRENTICE

|

TRAINEE

CONCLUSION

It was a complete user experience working at ANDAZ, New Delhi. The friendly welcoming staff and the space they have created for a trainee/intern allowed me with full opportunities to learn and know myself as a worker. This experience brought out my strength and also the areas I needed to make up. It added more confidence to my Professional approach built a stronger positive attitude and taught me how to work in Team as a player. The primary objective of an internship is to gather real-life working experience and put their theoretical knowledge into practice. This was my first real experience working in a 5-star property. During my 4 months of training, I have developed a lot of confidence and courage in this industry.

My experience at the hotel was a highly educative one. I went to different departments of the hotel and got a lot of varied experience. I worked in all the four core departments of the hotel: - Housekeeping department, Food and Beverage Service department, Food production, and the Front Office department. In all these departments I get to learn many things which will be helpful for me in the future. I also learned the values and importance of this industry and experienced that this is a much superior field to most of the other fields during my training. As a human being, I noticed many changes in my attitude. I am more confident and more likely to do any work now. During my training, I thoroughly enjoyed the challenges that came along every single day. I learned that this is just the beginning of the road and I have to travel a long distance to be a successful person in this field. But I must say that this experience will prove an objective in my career in the hotel industry.