

Industrial Training Report West in Mumbai Powai Lake

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I. INTRODUCTION

- Westin Hotels & Resorts is an American upscale hotel chain owned by Marriott International.
- As of June 30, 2020, the Westin brand has 226 properties with 82,608 rooms, in addition to 58 hotels with 15,741 rooms in the pipeline.
- In 1930, Severt W. of Seattle, Washington. Thurston and Frank Duper met unexpectedly over breakfast at a coffee shop in a commercial hotel in Yakima, Washington.
- Rival hotel owners decided to set up a management company to handle all of their assets and help cope with the crippling effects of the ongoing Great Depression.
- The men invited Peter and Adolf Schmidt, who ran five hotels in the Puget Sound area, to join them, and together they founded Western Hotels.
- The chain consisted of 17 properties - 16 in Washington and one in Boise, Idaho.
- Its headquarters and executive offices were located on its main property, the New Washington Hotel in Seattle.
- Western hotels expanded to Vancouver, British Columbia and Portland, Oregon in 1931, Alaska in 1939, and then to California in 1941, assuming the management of the Sir Francis Drake Hotel the day after the bombing of Pearl Harbour.
- Western added properties in Utah in 1949 and in Montana in 1950.
- Edward Carlson, executive of Western Hotels, persuaded Victor "Trader Wick" Bergeron to open the location of Victor "Trader Wick" Bergeron in 1949 at the Benjamin Franklin Hotel in Seattle.
- Originally a small bar called The Outrigger, it was expanded into a full-fledged restaurant in 1954 and renamed. Trader Week in 1960.
- Due to the restaurant's success, Bergeron worked with Western hotels to open Trader Week locations in several of its hotels.
- In 1955, Western Hotels took over the management of the historic Olympic Hotel in Seattle.
- It became the chain's new flagship, and on the occasion of the chain's 25th anniversary, headquarters and executive offices were moved from the New Washington Hotel to the newly-decorated offices on the 12th floor of the Olympics.
- Situated on Powai Lake, this upscale hotel is 2 minutes away from bus stop, 5 km from Mahakali Caves and 10 km from Chhatrapati Shivaji International Airport.
- Attractive rooms include Wi-Fi and a flat-screen TV, as well as a minibar and whirlpool tub.
- Upgrades include access to private restrooms, free drinks and / or breakfast. The suite has a separate living room. Room service is available.
- Facilities include 3 restaurants, a cafe and deli / pastry shop, as well as a bar with live music.
- There is more than 1,870 square meters of space for the event.
- Other facilities include a spa, a salon and fitness center, an outdoor pool, a hot tub and gardens.

II. REVIEW OF LITERATURE

FOOD & BEVERAGE DEPARTMENT

Food and beverage service is the process of preparing, serving, and serving food and beverages to customers.

Foods can include a variety of styles and recipes.

These can be categorized by country. Both alcoholic and non alcoholic drinks are served.

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Bar (beverage service)

Restaurant (meal service)



Staff in this department must be professionally qualified in terms of service and hospitality.

We know that the role of this department is completely service oriented, employees need to be at the forefront of customer service and they need to be well equipped, smart and healthy.

Food and beverage staff play a vital role in promoting good exposure and positive impact on guests through professional and world-class service in a hospitable manner.

Today's service industries are focusing on the concept of guest delight which is a modified expression of guest satisfaction.

We need to make them happy to satisfy the guests as today's customers visit many corners of the world, they feel the level of service in many places and there must be a changed atmosphere in terms of taste and service

KITCHEN



Hotels are justified proud of their reputation for fine cuisine and elegant dining. Food production is an integral part service of hotel. On the arrival of the guest, guest expects a high standard service and treatment. Especially in today's times with growing competition it is very important that the hotel tries to offer more food outlets to the guest serving various kinds of quality cuisine. Nowadays the restaurants not only provide services to the in-house guests but also to the local guest the recognized patrons. Food production is the conversion of food from the raw to the palatable state. It is no longer a profession concealed in mystery like the secrets are available easily today with its formula. There principles, procedures and techniques in food production just as there are in other fields. Food production is respect connoisseurs of food who have been passing techniques and styles of cooking from generation to generation. It is due to this fact that food production has developed to the advanced form it portrays today. Even for achieving the goal of profit, emphasis is not only on quality of food and techniques of presentation but also on hygiene 'nutrition, satisfaction and economy to a customer, at there are six restaurants and room service available for providing service to the guests

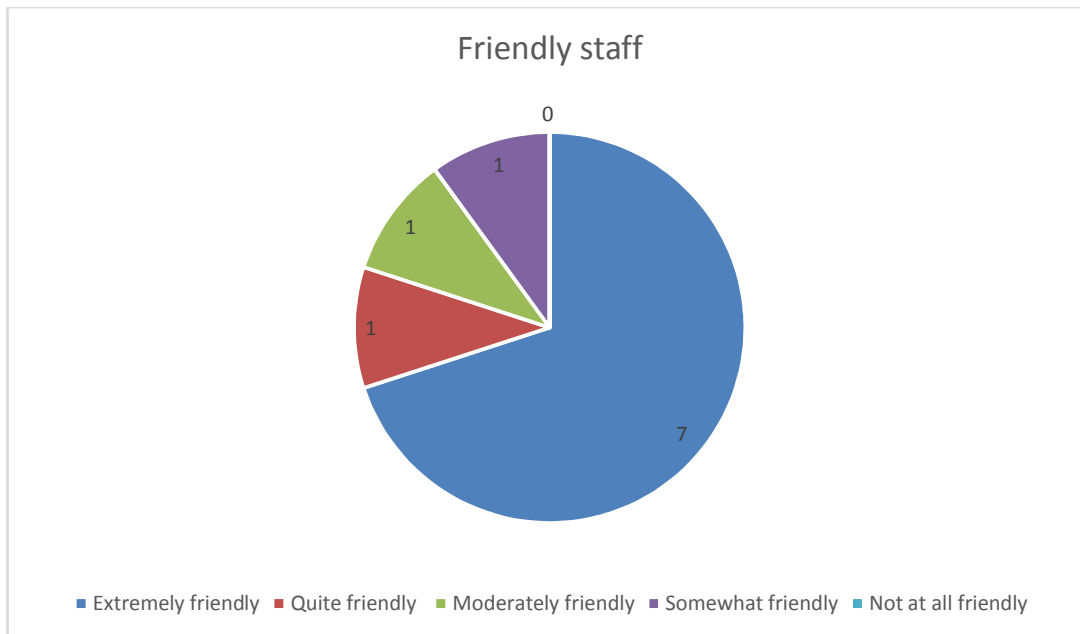
III. FINDINGS

Overall, how friendly was the hotel staff?

- Extremely friendly
- Quite friendly
- Moderately friendly
- Somewhat friendly
- Not at all friendly

Options	Extremely friendly	Quite friendly	Moderately friendly	Somewhat friendly	Not at all friendly
Percentages	7	1	1	1	0

70% of guest in hotel said that staff was friendly.



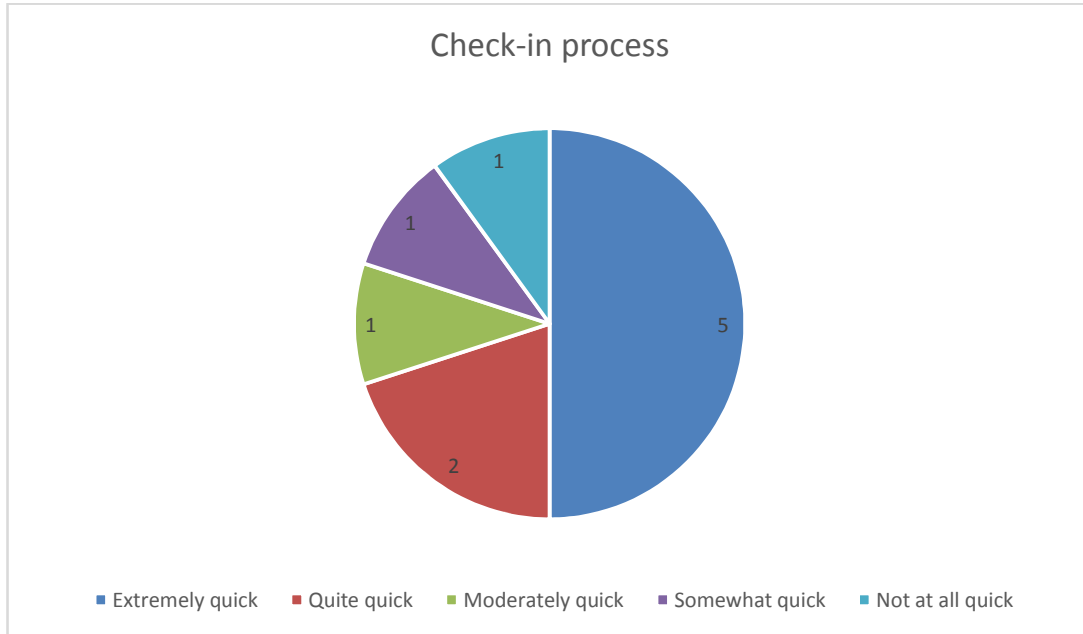
How quick was the check-in process?

- Extremely quick
- Quite quick

Moderately quick
Somewhat quick
Not at all quick

Options	Extremely quick	Quite quick	Moderately quick	Somewhat quick	Not at all quick
Percentages	5	2	1	1	1

50% of guest in hotel said that check-in process was quick.

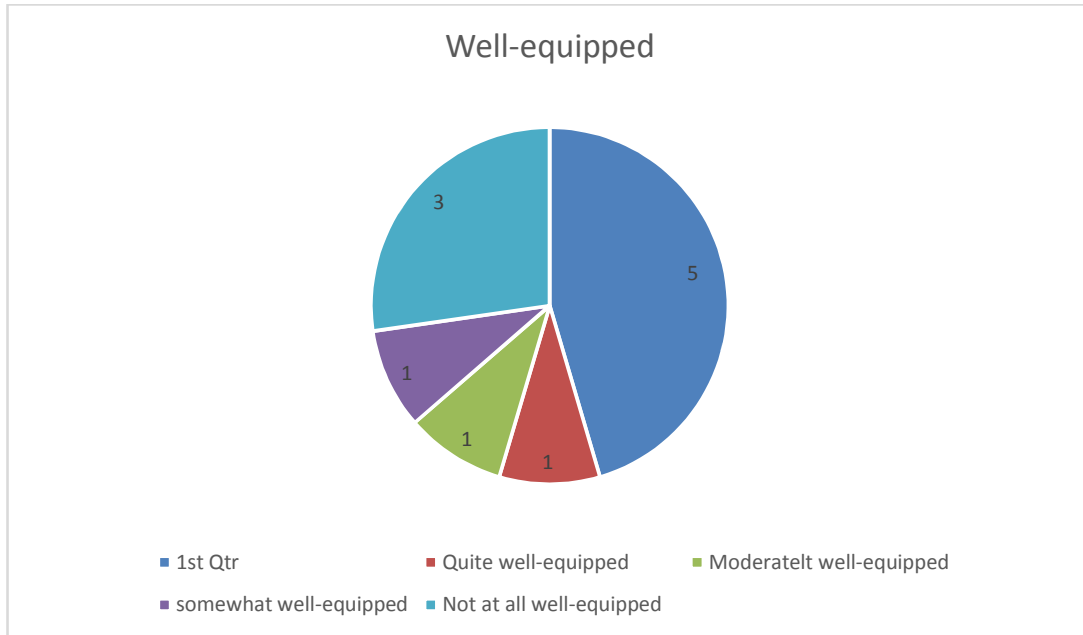


Overall, how well-equipped was your room?

Extremely well-equipped
Quite well-equipped
Moderately well-equipped
Somewhat well-equipped
Not at all well-equipped

Options	Extremely well-equipped	Quite well-equipped	Moderately well-equipped	Somewhat well-equipped	Not at all well-equipped
Percentages	5	0	1	1	3

50% of guest in hotel said that room was well-equipped.



How delicious was the hotel breakfast service?

- Extremely delicious
- Quite delicious
- Moderately delicious
- Somewhat delicious
- Not at all delicious

Options	Extremely delicious	Quite delicious	Moderately delicious	Somewhat delicious	Not at all delicious
Percentages	9	1	0	0	0

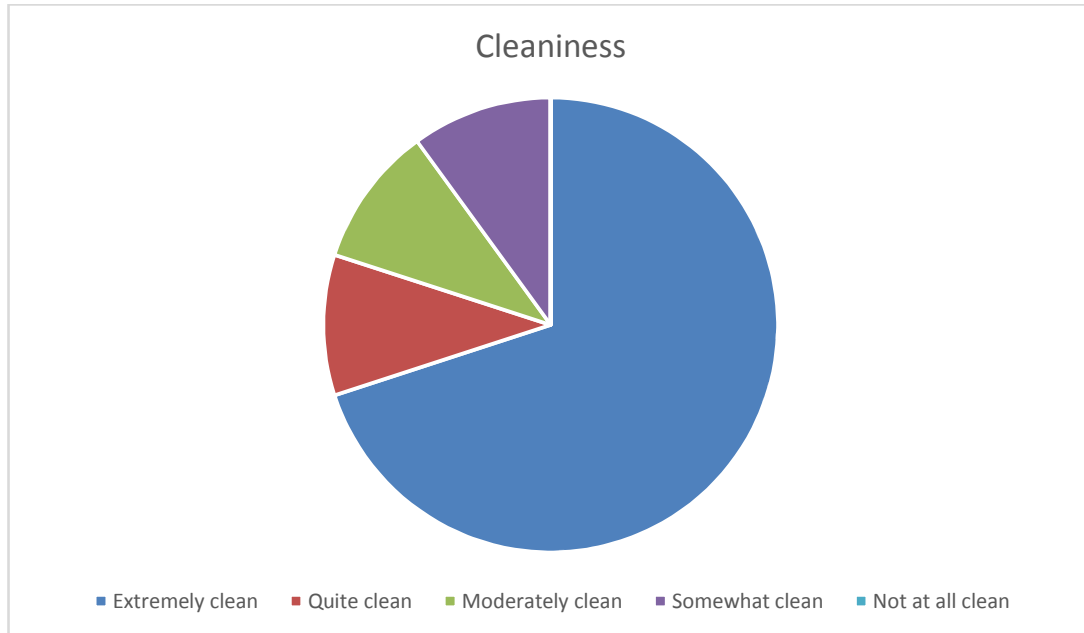
90% of guest in hotel said that the breakfast service was delicious.

How clean was your room upon arrival?

- Extremely clean
- Quite clean
- Moderately clean
- Somewhat clean
- Not at all clean

Options	Extremely clean	Quite clean	Moderately clean	Somewhat clean	Not at all clean
Percentages	8	1	1	0	0

80% of guest in hotel said that the room was clean upon arrival.



IV. QUESTIONNAIRE

Overall, how friendly was the hotel staff?
 How quick was the check-in process?
 Overall, how well-equipped was your room?
 How delicious was the hotel breakfast service?
 How clean was your room upon arrival?

V. SUMMARY AND CONCLUSION

As per the feedback given by the guests on my survey, I would like to conclude that many of guests find our staff extremely friendly. Fifty percent of guests found our check-in process is quite quick. Ninety percent of the guests said that breakfast service in our hotel is extremely delicious. Also, rooms in hotels are clean during the time of arrival of guests.

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