

A Case Study on Sun-N-Sand Hotel

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Abstract: *The knowledge and understanding of quality standards of guests helps hotel managers improve the quality of hotel services and increase guests' satisfaction with the hotel stay. Different aspects of a hotel offer participate in the guests' evaluation of the hotel experience. The factors that influence guests' satisfaction level are also named "hotel attributes". There exist a large number of factors that influence guests' impressions, but certainly not all of them have the same level of importance for guests. In order to be aware of the strengths and weaknesses of their businesses, hotel management has to identify which improvements in the hotel operations can bring additional value to their guests. One of the most reliable information sources for gaining customer knowledge is undoubtedly the feedback provided directly from customers. If analyzed properly, it can be exploited for the purpose of improving the hotel operations and raising profits.*

Keywords: Housekeeping Department

I. INTRODUCTION

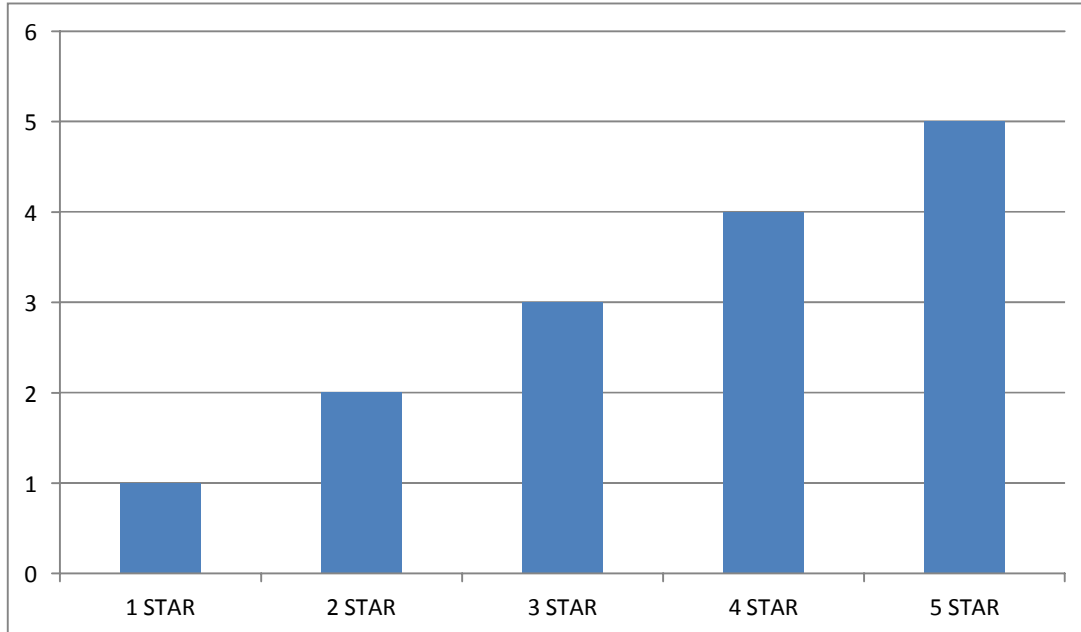
The first sun-n-sand was built at mumbai in 1962 by Mr. Gul Advani and his friend Mr. John Voyantzis, giving mumbai its second 5 star hotel and India (the first one was the Taj Mahal), its first beachfront 5 star hotel. there is now a Sun-n-Sand at Pune, Shirdi and Goa as well, with a fifth coming up at Nagpur Sun-n-sand hotel private limited is a private incorporated on 29 june 1961. It is classified as a non- govt company and registered at the registrar of companies, Mumbai. Its authorized share capital is Rs.10,000,000/- and its paid up capital is Rs. 9,450,000/- It is involved in hotels; camping sites and other provision of short-stay accommodation. Five decades in the hospitality industry, Sun-n-Sand still continues to serve the business and leisure traveler. Achievement Sun-n-Sand is a winner of the govt of India's regional tourism award for excellence in the hospitality industry. Sun-n-Sand believes in giving the guest an experience of "home away from home".

II. QUESTIONNAIRE :

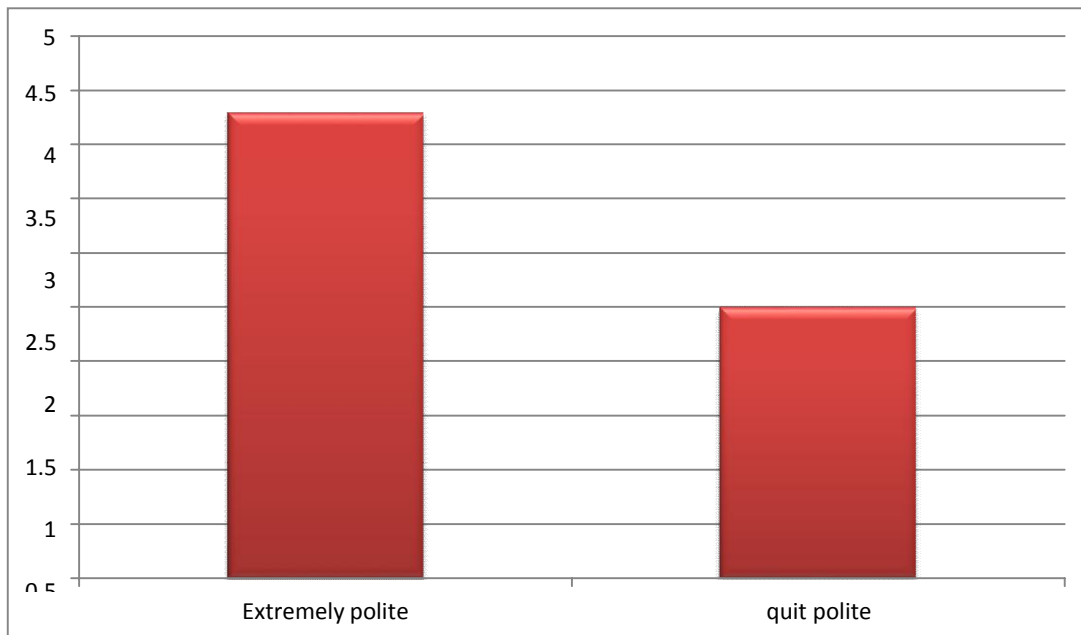
- How would you rate out hotel ?Ans - 5 star
- Overall , how polite was the hotel staff ?Ans - extremely polite
- How clean was your room upon arrival ?Ans - quiet clean
- Was the table setup comfortable for you?Ans - yes
- How would you rate our service ?Ans - excellent
- Have you ever visited the sun-&-sand hotel ?Ans - yes
- Did the menu describe our food items well?Ans – yes
- Were we able to satisfy your need ?Ans – yes
- How affordable was the hotel breakfast service ?Ans - moderately affordable
- How quick was the check-in process? Ans - extremely quick

III. FINDINGS

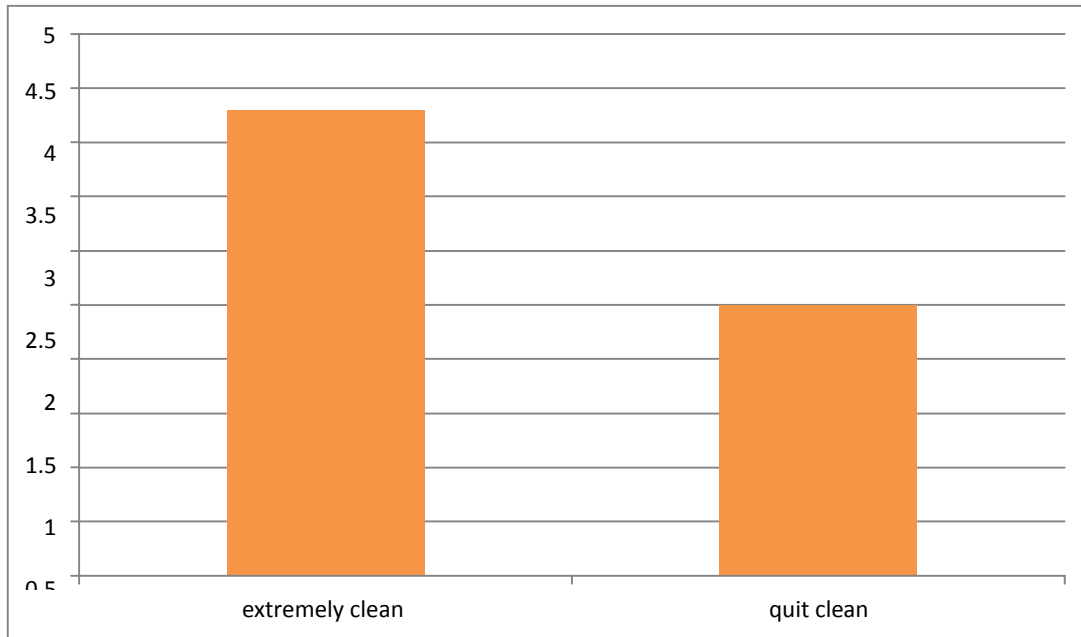
1. HOW WOULD YOU RATE OUR HOTEL ?



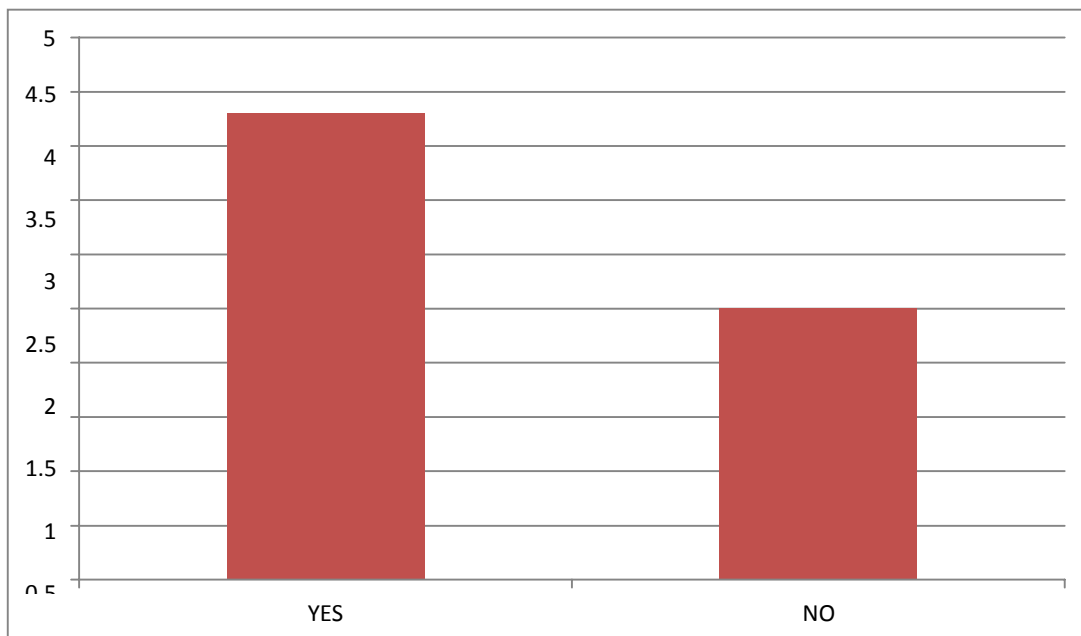
2. Overall , how polite was the hotel staff ?



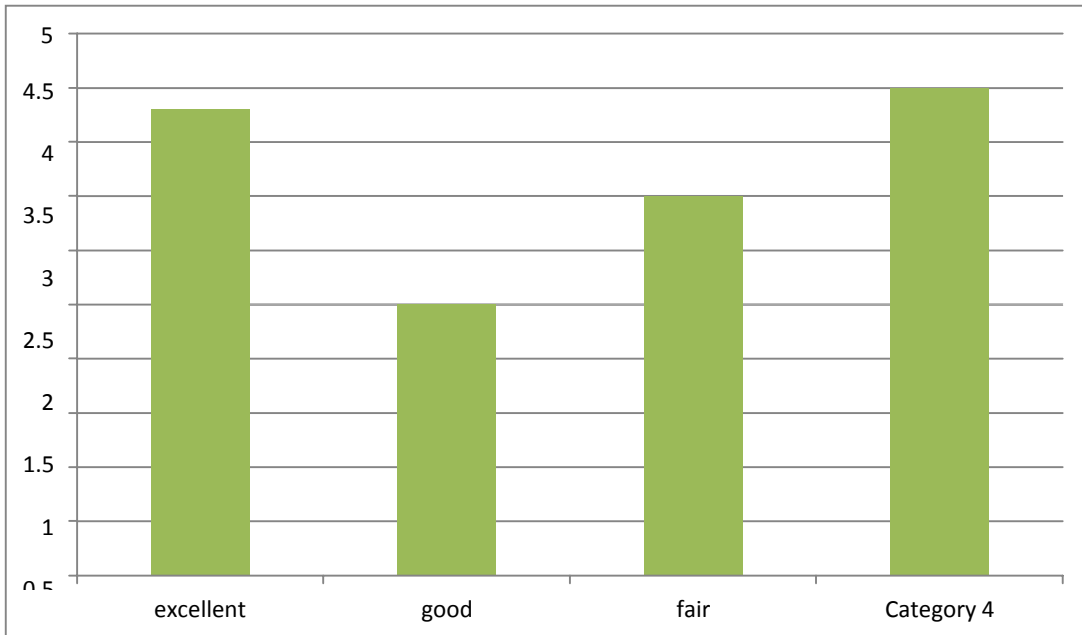
3. How clean was your room upon arrival ?



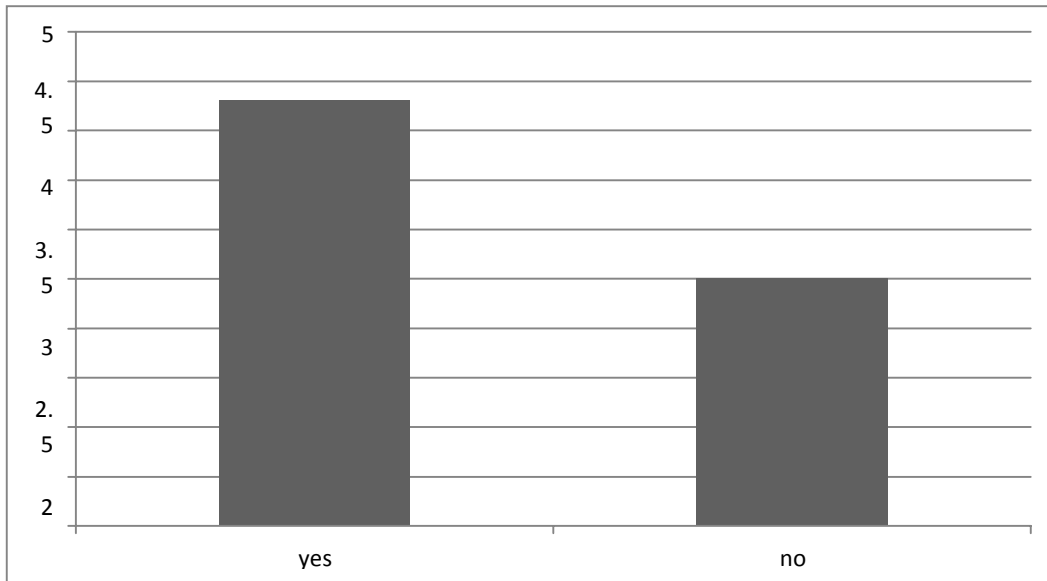
4. Was the table setup comfortable for you?



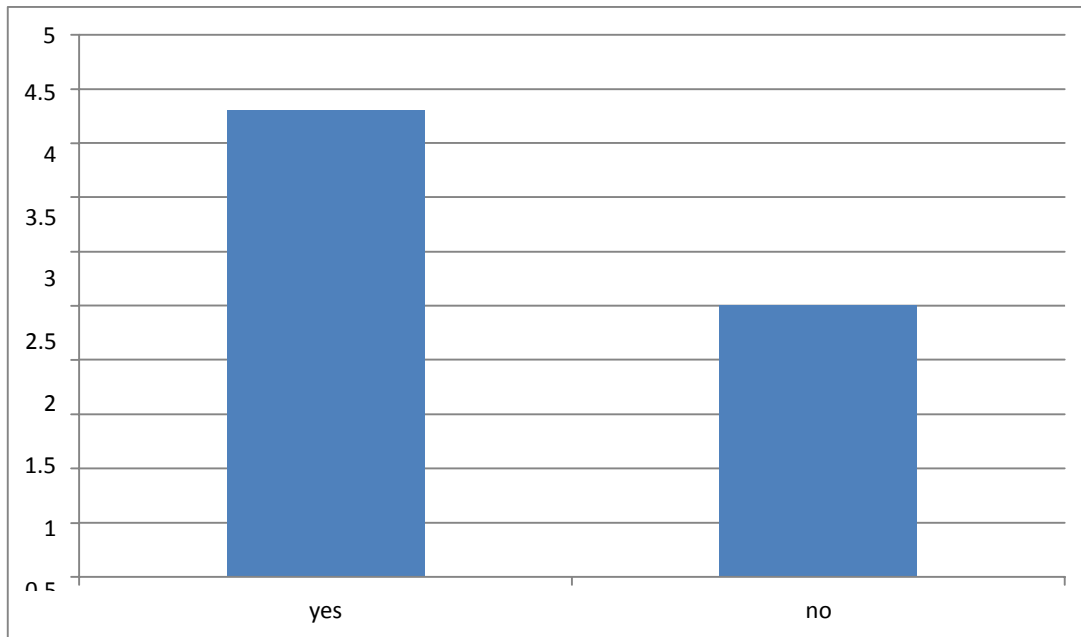
5. How would you rate our service ?



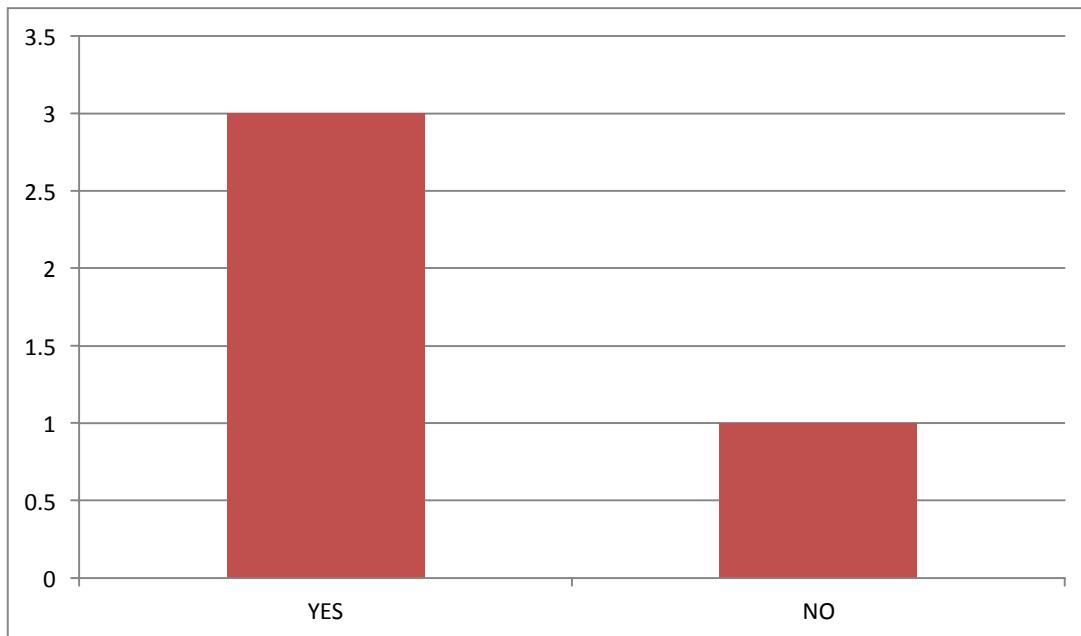
6. Have you ever visited the sun-&-sand hotel ?



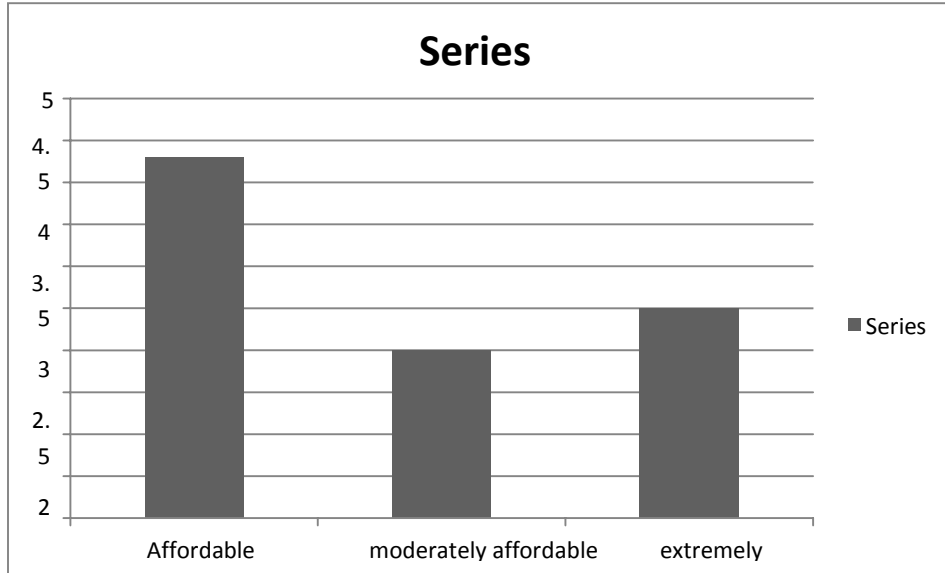
7. Did the menu describe our food items well?



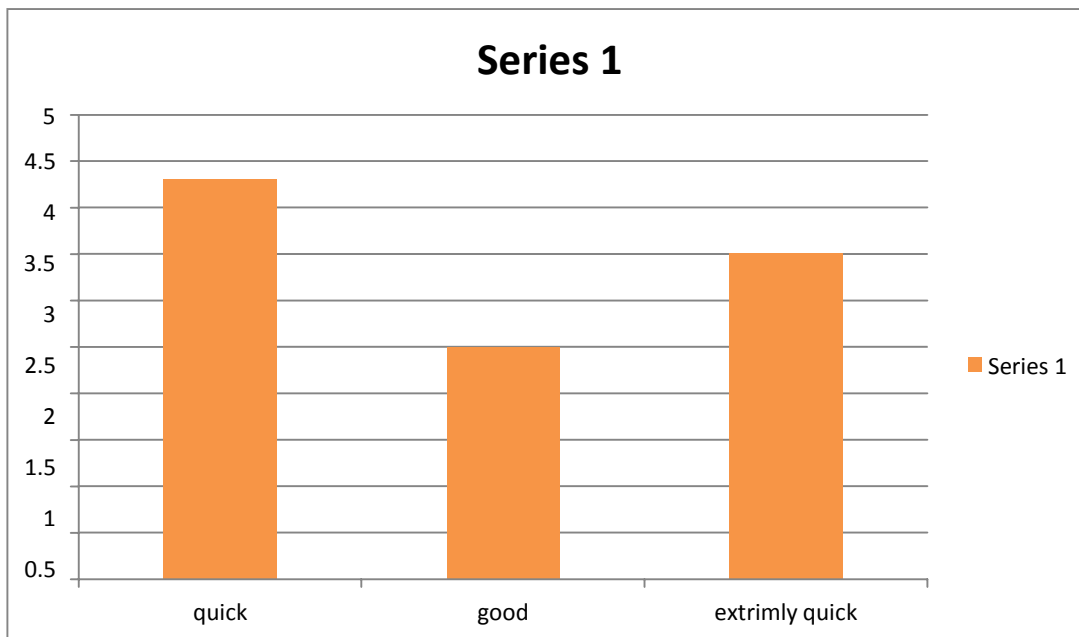
8. Were we able to satisfy your need ?



9. How affordable was the hotel breakfast service ?



10. How quick was the check-in process?



IV. SUMMARY

The training period at the sun -n- sand hotel for 4 month will always remain fresh in my mind . Things which i have learnt and also the enjoyment which i have done will be unforgettable. The training which i did was in all the 4 main departments of the hotel . I was very happy with my staff in every department they always made me felt as if i am an integral part of their team. When i look at myself before the training and after the training there is whole lot of difference I have become bit more confident in my work as well Sp this is how my training report comes to an end all the things which i had known i have mentioned in the report This golden opportunity of working in the sun - n- sand will always help me for my future and i will learn from my mistakes as well . Thank you

V. CONCLUSION

It was a completely useful experience working at sun -& - sand hotel . 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. The experience brought out my strength and also the area 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 a team as a player. The primary objective of an internship is to gather real-life working experience and put their theoretical knowledge in practice. This was my first real experience working in a 5-star property. I was quite nervous about it. During my 4 th month of training, I have developed a lot of confidence and courage in this industry. My experience at the hotel was highly educational. I went to different departments of the hotel and got a lot of varied experience. I worked in all four core departments of the hotel: Front Office, Food Production, Housekeeping, and Food & Beverage Service. In this department 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 experience that this is a much superior field than 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 object in my career in the hotel industry.

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