



**TRAINING REPORT**

**INDUSTRIAL TRAINING  
5<sup>TH</sup> JUNE TO 20<sup>TH</sup> OCTOBER 2023**

**AT**

**The Westin Mumbai Garden City  
( Goregaon )**

**BY**

**MR SHAIKH  
MOHD  
TAUFEEQ  
ABUBAKAR**

**ROLL NO:  
11/ GROUP 5**

**SECOND YEAR BECHELOR OF SCIENCE  
HOSPITALITY STUDIES  
B.SC (HS)**

**ANJUMAN-I-ISLAM'S  
INSTITUTE OF HOSPITALITY  
MANAGEMENT  
UNIVERSITY OF MUMBAI**

**UNIVERSITY OF MUMBAI**

**The Westin Mumbai Garden City**  
**( Goregaon)**



## **ACKNOWLEDGEMENT**

I extended my gratitude to Anjuman- I- Islam' s Institute of Hotel Management & Catering Technology for giving me the opportunity for interning at The Westin Mumbai Garden City . I sincerely wish to thank my college principal Ms. Rukshana Billimoria for providing all the necessary resources and facilities in the college without which it would not have been possible to complete this report

I am very much thankful to Ms. Preeti Tambey, Training Coordinator for her valuable guidance, keen interest and encouragement at various stages of my training period. I take this opportunity to express my sincere and heartfelt gratitude to my training coordinator for her constant guidance and regular interaction throughout my industrial training.



Regards,  
SHAIKH MOHD TAUFEEQ ABUBAKAR.

## **DAYS WORKED IN EACH DEPARTMENT**

FOOD AND BEVERAGE SERVICE ( Banquet) 1.5 MONTHS

HOUSEKEEPING – 1 MONTH

FOOD PRODUCTION - 1 MONTH

EVENTS AND SALES MANAGEMENT - (1 MONTH )

SR.NO	PARTICULAR
1	ACKNOWLEDGEMENT
2	INTRODUCTION
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## Namaste

Our refreshing ambience , innovative programs and thoughtful amenities ensure that our guests leave feeling better than when they arrived.



## INFORMATION OF CITY-MUMBAI



Mumbai, also known as Bombay, is the capital city of the Indian state of Maharashtra. It is the most popular city in the world, with a total metropolitan area population of approximately 20.5 million. Along with the neighboring urban areas, including the cities of Navi Mumbai And Thane, it is one of the most popular urban regions in the world. Mumbai lies on the west coast of India and has a natural harbor. In 2009, Mumbai was named an alpha world city. It is also the wealthiest city in India, and has the highest GDP of any city in south, west or central Asia. The seven islands that came to constitute Mumbai were home to communities of finishing colonies. For centuries, the islands were under the control of successive indigenous empires before being ceded to the Portuguese and subsequently to the British East India Company. During the mid- 18th century, Mumbai was reshaped by the Hornby Villard project, which undertook the reclamation of the area between the seven constituent islands from the sea. Completed by 1845, the project along with construction of major roads and railways transformed Bombay into a major seaport on the Arabian Sea. Economic and educational development characterized the city during the 19th century. It becomes a strong base for the Indian independence movement during the early 20th century. When India becomes independent in 1947, the city was incorporate into Bombay states. In 1960, following the Samyukta Maharashtra movement, a new state of Maharashtra was created with Bombay as capital. The city was renamed Mumbai in 1996, the name being derived from the koli goddess –mumbadevi. Mumbai is the commercial and entertainment capital of India, it is also one of the world's top10 Centre's of in terms of global financial flow, generating 5% of India's GDP, and accounting for 25% of industrial output, 70% of maritime trade in India (Mumbai Port trust & JNPT), and 70% of capital transaction to India's economy.

61 The city houses important financial institutions such as the reserve Bank of India, the Bombay

stock Exchange of India, the SEBI and the corporate headquarters of numerous Indian companies and multination corporations. It is also home to some of India's premier scientific and nuclear institutes like BARC, NPCL, IREL, TIFR, AERB, AECL and the department of Atomic Energy. The city also houses India's Hindi (Bollywood) and Marathi film and television industry. Mumbai business opportunities, as well as its potential to offer a higher standard of living, attract migrants from all over India and, in turn, make the city a melting pot of many communities and cultures.

### **FACT SHEET**

LOCATION	MUMBAI 18.54N, 72.4 E
AREA	600 Sq. Km
CLIMATE	Moderate, with High Relative Humidity
TEMPERATURE	Winter Max-30 C, Min-27 Summer Max-34 C, Min-27°C



## Guest Accommodations.

Escape to one of our 268 spacious, contemporary guest rooms and suites, located on levels 19 to 32, all offering floor to ceiling windows to provide natural light and stunning views. Our stylishly appointed rooms feature Westin's plush, all white signature Heavenly Bed and the rejuvenating Heavenly Bath with it's fully customizable shower and bath, enhanced with a new range of spa bath amenities.

- High Speed Internet Access (HSIA)
- Sleek work desk
- 2 telephones with dual lines and voice mail system
- 46 inch LCD screen television
- DVD player
- Coffee and tea making facilities
- Refreshment center
- In-room safe
- Iron and ironing board

### Rooms

DELUXE	90
PREMIUM	35
EXECUTIVE CLUB	120
EXECUTIVE SUITE	22
CHAIRMAN'S SUITE	1
Total	268

## **Local Attractions**

### **Aarey Colony**

Located at 1.3 km from The Westin Mumbai Garden City, Aarey Colony is renowned as the lungs of Mumbai. It is surrounded by lush green trees and pasture. Aarey Colony is the ideal place for a fresh morning walk. It also has entertainment activities at Chota Kashmir which includes a boat ride. It is the perfect location to enjoy the Mumbai Monsoons.

### **Film City**

Located at 2.9 km from The Westin Mumbai Garden City, Film City is regarded as the home to Bollywood. It has several recording rooms, gardens, lakes, theatres and grounds that serve as the venue of many Bollywood film shootings. A lot of bus tours are conducted at Film City for the tourists.

### **Water Kingdom & Essel World**

One of the most popular theme parks of Mumbai. Easily accessible by ferry or car. Ideal for a family outing. Reasonably priced.

### **Gateway of India**

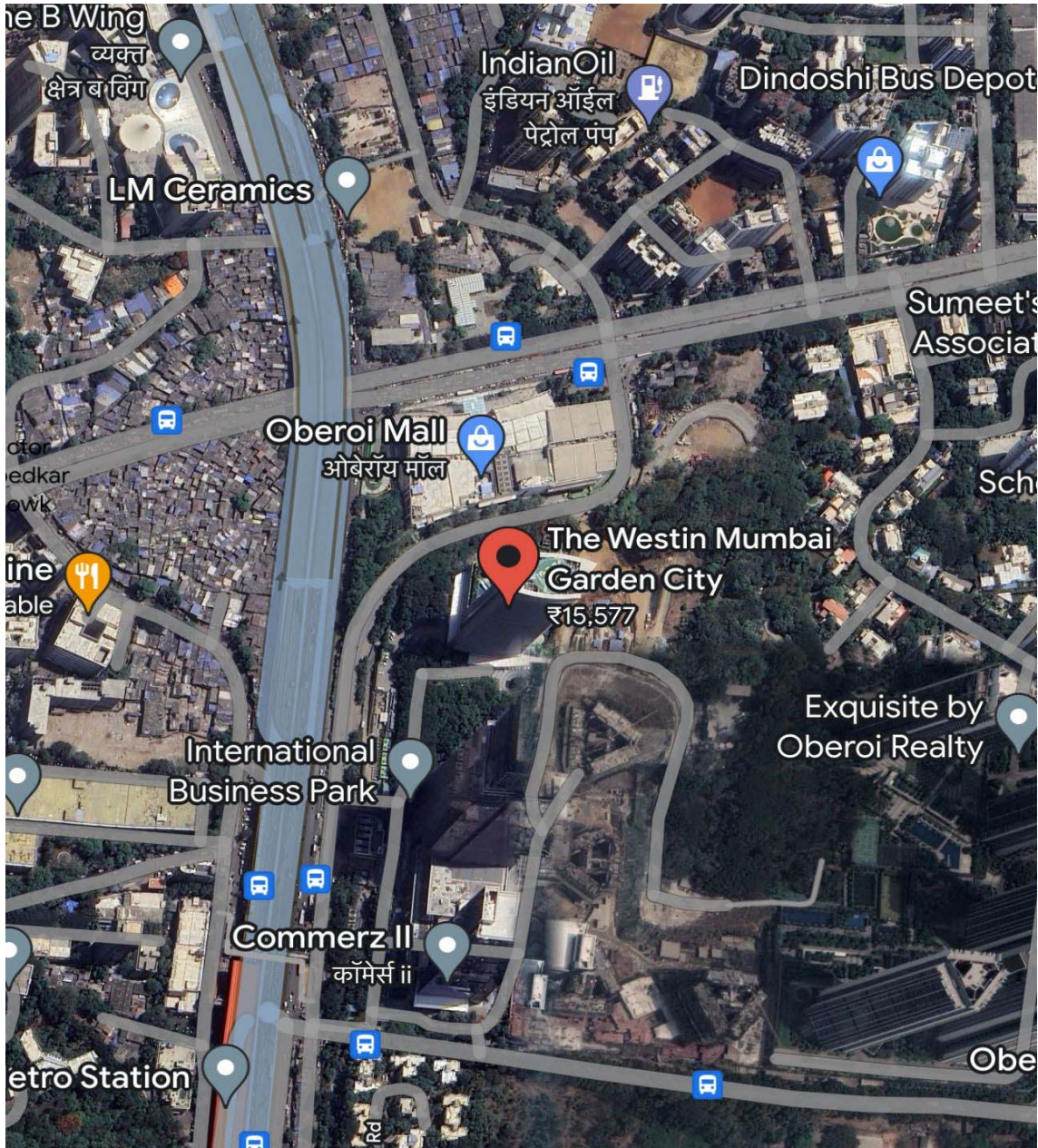
A conical architectural monument built to commemorate the visit of King George V and Queen Mary to India. Popular amongst tourists. Boat Palace which again is very popular amongst locals & tourists.

### **Sanjay Gandhi National Park**

Located at 2.9 km from The Westin Mumbai Garden City, Sanjay Gandhi National Park is regarded as the home to Bollywood. It has several recording rooms, gardens

### **Haji Ali**

A mosque and dargah located on an island off the Arabian Sea. Home to thousands of Muslim devotees, Haji Ali is equally popular amongst tourists. It is situated at the Southern Part of Mumbai.



### Getting Here

**Address:**  
**Westin Mumbai garden city**  
**Goregaon East, International Business Park, Oberoi Garden**  
**City, Mumbai, Maharashtra**  
**400063**

## INTRODUCTION

- With close proximity to the International airport, business centers and shopping centers, Westin Mumbai Garden City offers you a perfect combination of comfort and convenience.
- Harmonize Guest body and soul with a pampering session at our Heavenly SPA by Westin.
- Enjoy breathtaking views from our restaurant on Level 18, where the world of culinary treats awaits you at our remarkable Food and Beverage venues.
- Each of our 269 spacious guest rooms feature floor-to-ceiling windows that reveal the moving mural of Mumbai. Glaze out on spectacular views of India's Tinsel Town and charming green reserves while enjoying the billowy comfort of our award-winning Westin Heavenly Bed.



## HOTEL HIGHLIGHTS

- The Westin Garden Mumbai City Stands Proud Directly Beside Western Express Highway Close to the Mumbai Airport.
- The award winning Trip Advisor Certificate of Excellence 2013 & 2014.
- Awarded 'Hotel of the Year' in the best Luxury/ Upscale Hotel of the Year category at HICSA 2011.
- Awarded the Best Pre-Opening Hotel in the region by Starwood Hotels & Resorts.



## **Board of Directors**



**General Manager (Sumeet Suri)**



**Executive Chef ( Vikas singh)**

## **GUEST ROOM IN DETAILS**

- Luxuriously appointed rooms with amenities that ensure a comfortable and productive stay
- Experience the breathtaking view of the busy western express highway of Mumbai flyover.
- The room provide high speed internet, 2-line phone and data ports for your convenience
- Enjoy daily replenish of fresh fruits with complimentary coffee/tea maker in room.
- Limited number of smoking rooms which are subject to availability.



## **ABOUT STARWOOD INTERNATIONAL**

Starwood international operates  
More than 1200 hotels and resorts in the world

### **NORTH AMERICA**

- United states of America

### **Asia/Pacific**

- China
- Hong Kong
- Japan
- South Korea

### **Europe**

- France
- Italy
- Poland
- Spain

### **Latin America and Caribbean**

- Brazil



## STARWOOD BRANDS

- FOUR POINTS
- SHERATON
- Aloft
- WHOTELS
- Le MERIDIEN
- THE LUXURY COLLECTION
- ELEMENT
- WESTIN
- ST. REGIS
- TRIBUTE PORFOLIO

starwood  
Hotels and  
Resorts



ST REGIS

FOUR POINTS  
BY SHERATON

THE LUXURY COLLECTION  
Hotels & Resorts



Le MERIDIEN

aloft  
A VISION OF W HOTELS

WESTIN  
HOTELS & RESORTS

W  
HOTELS

## **HISTORY OF STARWOOD**

Starwood Hotels & Resorts recognized as one of the world's Largest hotels and leisure companies, Starwood Hotels & Resorts worldwide

Our Brands includes: St. Regis, The Luxury Collection, W, Westin, Le Meridien, Sheraton, Four Points by Sheraton, Aloft, & Element.

1991

- Starwood Capital Partners, a real estate acquisition company backed by high net worth families, is formed in Chicago.

1993

- Starwood Capital buys its first hotels, and by 1994 owns interests in more than 30 properties.

1997

- In September, Starwood Lodging announces an agreement to purchase Westin Hotels & Resorts for \$1.8 billion.
- The following month Starwood Lodging announces an agreement to purchase ITT Sheraton Corporation for \$14.3 billion, acting as a white knight against a hostile bid from Hilton
- Starwood is set to become a global enterprise.
- Starwood stock ends the year up by 57.48%.

1998

- In January, Starwood Lodging completes the acquisition of Westin Hotels & Resorts.
- With the completion of the purchase, Starwood is renamed Starwood hotels & Resorts.
- In February, Starwood completes the acquisition of ITT Sheraton Corporation.
- Starwood portfolio Includes more has 650 hotels and resorts in more than 70 countries worldwide.
- The First W hotel opens in December in New York City Designed to offer the personality and individuality of an independent, one-of-a-kind hotel-while guaranteeing the reliability and superior level of amenities and services travellers ' desire - the W brand adds style and personality to the industry.

.1999

Starwood launches Starwood Preferred Guest to reward and recognize frequent travelers.

- The program makes headlines with its policy of no blackout dates and no capacity controls-both industry firsts.
- Three of our brands make big news in 1999.
- Westin Hotels & Resorts introduces the Heavenly Bed, featuring a pillow-top mattress, down comforter and Luxurious, all-white bed linens.
- It is an immediate success.
- The St. Regis brand grows from one hotel in New York City to six hotels all named to Conde Nast Traveler's "Gold" list for 1999.
- The Four Point by Sheraton brand opens its 100\* Hotel, the Four Points by Sheraton Santa Monica in California.

2001

- In 2001 Starwood is recognized by major players in the travel industry. Starwood is named the World's Leading Hotel Group at the Eight Annual World Travel Awards.
- Starwood Preferred Guest is voted Program of the Year for the second consecutive year during the 13\* Annual Freddie Awards (since renamed the Frequent Traveler Awards), one of the most prestigious honors in the travel industry.
- Westin Hotel & Resorts introduces the Heavenly Bath in North America Hotels, offering guest a temptation to leave the Heavenly Bed in the morning. Starwood introduces the Westin Heavenly Crib and the Sheraton and Four Points by Sheraton Sweet Sleeper Crib in North America.

2003

- Starwood announces that Sheraton, Westin and W Hotels will welcome dogs in the U.S. and Canada.
- As part of the Starwood LTD (Love That Dogs) program, Four-legged guests receive luxurious dog beds and amenities like plush robes, doggie toys and canine massages.
- Sheraton Hotels & Resorts introduces the Sheraton Sweet Sleeper® Bed, featuring an 11.5-inch-thick high coil count Sealy Posturepedic Plush Top mattress, down and allergy-sensitive pillows, and crisp cotton sheets.

2005

- For the sixth year running, Starwood Preferred Guest is voted Program of the Year in both America and internationally during the 17<sup>th</sup> Annual Freddie Awards.

2006

- Starwood acquires Le Méridien , a brand created to share extend the international experience.
- 137 properties, primarily located in Europe and the Middle East, become part of the Starwood family.

2007

- Starwood announces its much-anticipated new brands in the select-service hotels category: Aloft Hotels & Element Hotels.

2008

- The First Aloft and Element Hotels open in Lexington Massachusetts.

Starwood launches a partnership with global environment non-profit

### Conservation International.

- The Partnership leads to an environmental strategy addressing priority environmental issues including hotel-level initiatives to conserve water, reduce
- Energy consumption, enhances indoor environmental quality, and minimizes waste.

### 2010

- Starwood celebrates a significant milestone with the opening of its 1,000th hotel.
- The Sheraton Qiandao Lake Resort opens on the shores of China's famed
- Qiandao Lake.

### 2011

- In April, Starwood becomes the first corporate partner to join clean the World's efforts to promote a global hygiene revolution.
- Starwood's CEO, Frits van Paasschen, and senior management move to Shanghai for the month of June.
- The move reflects the company's global evolution and boom in China, its second largest market after the United State.
- New York City becomes the first, and only, city in the world to fly all nine Starwood brand Flags.
- Set to reach 25 hotels in New York City by the five boroughs of New York City.
- December brings the announcement of Starwood acquisition of 49.8% of the shares of Design Hotels AG from Arabella Hospitality SE, one of the Starwood's longtime partners in Germany.

### 2012

- Starwood Preferred Guest® launches richest Elite traveler benefits in history for global mega travellers - this small, but powerful, group drives 30% of the company's profit.
- The more SPG members stay, the more choices are available and the more personalized the benefits become with standouts like Lifetime status, first-of-its-kind 24-hour check-in and a dedicated Starwood ambassador who provides one-on-one service to uniquely tailor the guest experience.

## **HEAVENLY BEDS**

### **Sleep Well - Heavenly Bed**

- Sink into the Heavenly Bed and experience a night of restorative sleep that is so divine you'll never want to get out of bed.
- It's the signature sleep experience of Westin, designed to give you a restful sleep.

### **Sleep Well - Heavenly Crib**

- The Heavenly Crib brings the comfort of a Heavenly Bed to Westin's most precious guests, while giving parents peace of mind.
- Heavenly Crib is a sleep experience for our little guests at Westin designed to provide absolute comfort & safely sleep.



## **HOTEL FACT SHEET**

The Westin Mumbai Garden City  
International Business Park, Oberoi Garden City, Goregaon East, Mumbai-400063  
India

Phone: 022 6147 0000

### Check-In and Check-Out

- CHECK-IN: 3:00 pm,
- Express Check-In

Check-Out: 12:00 PM

### Parking

- Complimentary Valet Parking

### Pet Policy

- Pet not allowed

### Hotel Details

- Total 269 Rooms, in that 24 Suites rooms, 85 Westin Executive Club Rooms, 160

### Deluxe Rooms.

10 Meeting rooms, 4,575sq. ft. of total meeting space

## **OUR OUTLETS**

The Westin Mumbai Garden City is a property of Marriott International which is located at the suburban district of Mumbai

- It has a swimming pool, a fitness center, and 3 dining options.
- 1) Seasonal Tastes is an all-day dining restaurant offering beautiful views of Mumbai skyline.
- 2) Prego is an Italian Fine Dine Restaurant, which serves authentic Italian Cuisine.
- 3) Kangan is an Indian Specialty Restaurant which offers traditional Indian dishes
- 4) Eighteen Lounge and Bar serves a selection of Wines and Cocktails



## SEASONAL TASTE



### Seasonal Tastes: All-Day Dining

Westin's signature restaurant.  
Located at Level 18

All day multi-cuisine restaurant.  
24 hours dining

Daily Buffet: Breakfast 6:30-10:30  
am, Lunch 12:30 - 3:30 pm.  
Dinner 7 pm - 12am

Made-to-order requests can be placed with the Chefs.  
Breakfast buffet features eggs, waffles & much more.

Buffet Brunch every Sunday from  
12:30 - 4:00pm featuring live  
cooking stations & made-to-order dishes

Children aged 3-12 years eligible for 50% discount on buffet charges.

## Kangan



### Kangan: Indian Dining

Located at Level 18

Northwest Frontier and Awaen Cuisine  
Concept.

Offers a breathtaking view of the city

Eclectic selection of exotic Indian spices

Live Bangle Making counter signifying the concept of Kangan

Timings: 7pm - 12am

## Prego



### Prego: Authentic Italian Fun-Dining

Authentic Italian Cuisine  
restaurant located at the lobby

Guests can enjoy a live show of the kitchen while feasting on fresh pastas, homemade bread & delicious hand-tossed pizzas

Prego Pronto provides a tempting array of upscale delicatessen items

Prego Alfresco Lounge serves a wide selection of freshly brewed coffees and teas to recharge you throughout your day.

Timings (Prego): 12pm - 12am

Timings (Pronto):

Weekdays - 8am to 9pm

weekends - 11am to 9pm

## **18<sup>th</sup> Lounge Bar**



### **Eighteen The Lounge ; Located at Level 18**

Contemporary and chic lounge experience bringing out the best of beverage choices

Exclusive variety of spirits, wines, coffees and snack menu

Enjoy sophisticated mocktails while mingling at the sleek bar/ plush couches.

Timings: 4pm - 1am

## Splash



### **Splash : Casual lounge located at Level 4.**

Ideal for enjoying a mocktail by the pool/ afternoon lunch in the sun or a post workout healthy meal helping you EAT WELL

Offers an informal setting for drinks & light fare

American & Fast Food

Timings: 10am - 8pm

## Westin Executive Club



It is located on Level 1; the Westin Executive Club

Lounge offers guest of our Executive Club rooms and Suites an Exclusive space ideal for informal business meetings or moments of repose throughout the day.

- Access to the lounge includes a complimentary breakfast from 6.30am - 10.30am, cocktails from 6.00pm - 8.00pm, and Hot beverage service throughout the day.
- Wireless high speed internet access, multiple LCD TVs, and an extensive selection of international newspapers and magazines allow you to stay connected in comfort and style.
- Guests in need of a more formal environment can request up to two hours in one private and fully equipped Executive Meeting Rooms at no additional charge.

## **Here events come to life**

Inspire up to 800 guests in one of our seven stylish Mumbai wedding venues with 17,362 sqft of space Host elegant wedding ceremonies and lavish receptions in our pillar-less venue in Mumbai Exchange vows surrounded by lush greenery in one of the scenic outdoor venues at our Goregaon hotel Treat your wedding party to culinary delights prepared by our seasoned catering team in Mumbai Let our skilled event specialists work with you to ensure a flawless wedding in Goregaon East.

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7

Events Rooms

-----

1709 SQ MT

Total Event space

-----

500

Capacity Largest Space

-----

10

Breakout Rooms

## Our Venues

### Westin Woods



- Wedding Bliss at Westin Woods
- Wedding space in the canopy of open sky
- 1.5 acres of lush greenwoods
- Capacity- 500 guests & above
- 2-tier complimentary cake up to 5 kgs
- 2 wash & change rooms available for 5 hours
- Complimentary couple massage up to 60 minutes at Heavenly Spa by Westin



## **Westin Ballroom**



## **Westin Ballroom & Gardens**

- Grand Ballroom Capacity: 300-500 guests & above
- 2-Tier complimentary cakes up to 3 kgs
- 2 wash & change rooms available for 4 hours

Complimentary couple massage up to 60 minutes at Heavenly Spa by Westin

Complimentary Dinner Voucher for the couple at Kangan on their first monin wedding anniversary

Complimentary Sunday Brunch at Seasonal Tastes for the couple  
1 premium room on wedding night for the couple inclusive of Chef's special amenities and breakfast buffet

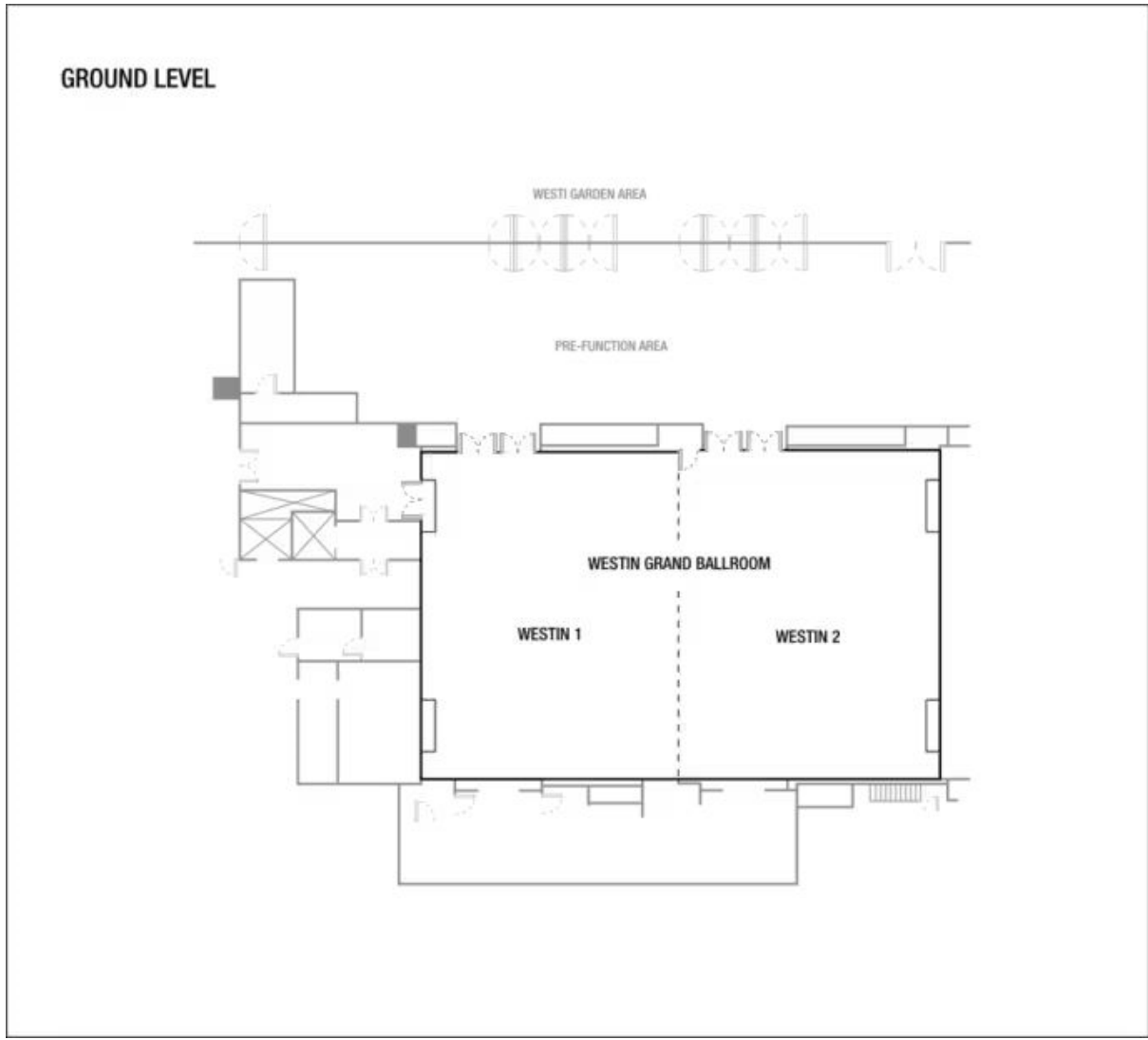
Complimentary Venue for pre-wedding shoot at Westin Woods & Executive Suite

Above offer valid on a minimum booking of INR 13 Lakhs + taxes per event.

Queries to be directed to: [Pooja.Vitankar@westinhotels.com/](mailto:Pooja.Vitankar@westinhotels.com/)  
9833822519

# Floor Plans

## Ground Levels



## **Executive Committee Members**

Hotel Owner : VIKAS OBEROI

1. General Manager:- Sumeet Suri
2. Hotel Manager:- Nishant Agrawal
3. Chief Engineer:- Anup Dey
4. Director of Rooms:- Sikha Khanna
5. Director of F&B:- Suresh Bhandari
6. Executive Chef:- Vikas Singh
7. Director of S&M:- Roopam Sood
8. Director of HR:- Smita Mukherjee
9. Director of Finance:- Rajesh Maheshwari
10. Director of Spa:- Nilesh Kantak
11. HK Manager:- Umamahesh Rao
12. FO Manager:- Nandan Mehta
13. F&B Manager:- Ajay Ramola
14. Executive Sous Chef:- Amandeep Singh
15. Material Manager:- Joseph Pereira
16. Assistant Financial Controller:- Rashmi Jain
17. It Manager:- Madhav Panda
18. Revenue Manager:- Rahul Tandon
19. Training Manager:- Priyanka Borkar
20. HR Manager:- Clyde Castellino
21. Security Manager:- Shirish Ghorpade

## STANDARD OPERATING PROCEDURES

### TASK: BRIEFING

#### PROCEDURE:

Everyday, the briefing starts at 06.45Hrs.

- The Captains take the Briefing.
- The following topics are always discussed during the briefings:
  1. Allocating sections.
  2. Non-availability is discussed.
  3. The restaurant sales are discussed.
  4. Operational Feed backs are discussed.
  5. Every staff is assigned a particular job like looking into maintenance of the buffet, looking in particular section, looking into pantry cleanliness, etc., hence during the briefings, the assignments are checked.
  6. The reservations of the day are also discussed.
  7. The daily schedule can be decided which has to be discussed everyday



## TASK: SETTING SIDE STATIONS

### PROCEDURE

- One staff is allocated the duty of checking all the side stations.
  - He is also responsible for proper stacking of all side stations.
  - The equal distribution of cutlery & crockery is done in each side station.  
Then the filling of toothpicks in toothpick holder, filling of straw in straw holders, filling of brown sugar & sugar sachets is also done at the side stations.
- > Par stock of paper napkin, doily's, HP sauce, Tabasco sauce, Etc. is always maintained.
- The side station is thoroughly set by the closing shift for lunch operation and also by afternoon shift for dinner operation.
  - Cleanliness is kept utmost in mind. Viz. Cutlery should be well polished; teacups and saucers should be checked for cleanliness. The sauce bottle lids should be kept clean.
  - • Wipe the lip of the bottle with a serviette.



## Side Station Setup

Dummy Waiter, Side Station, Restaurant Setup, Mise en scene, mise en place

The bottle is held firmly in the right hand with the label directed towards the guest. If white / rose / champagne, then a napkin is collared around the bottle to prevent the wine from getting warm with the heat of our hand.

- Pour about 30 ml of wine into the host's glass for approval. The wine should be poured into the center of the glass with the bottle held above not touching the glass, then twisted & lifted straight up.
- After the host has approved the wine, fill the guest's glasses starting with the lady guest immediately to the left of the host moving clockwise round the table. Complete the service by serving the host last.
- When all the glasses have been filled, place the remaining white / rose / champagne next to the table in a wine cooler with its stand. If red then leave the bottle on the table.
- Remove the B & B plate with the cork.
- Keep an eye on the guest's glasses when they are only 1/3", then top them up.
- When the bottle is empty, clear it away and ask the host whether they require another bottle of the same wine or another one from the wine list.
- If the same wine is ordered again then repeat the procedure without the tasting.
- If a new wine is ordered then change glasses.

## TASK: OPENING CHAMPAGNE BOTTLE

### Procedure:

Take the bottle firmly in hand, holding at 45 degrees angle at waist height away from the guest's face. The angle helps reduce the pressure on the cork.

- Hold the bottle firmly with your left hand and with your right hand locate the wire ring on the agraffe (muzzle or cage), and untwist it.
- Remove foil and cage, holding the cork in place with the cork in place with the thumb of your left hand as an extra precaution.
- Take a service cloth in the palm of the right hand and with it cover and firmly hold the cork.
- Hold the bottle base with your left hand & twist it to loosen the cork. Ease the cork gently out of the bottle into the palm of your right hand.

Always turn the bottle & not the cork.

- Wipe the lip of the bottle with your service cloth.
- Hold the bottle on the side of the bottle & serve the Champagne.
- Alternatively the bottle may be held with the thumb in the punt with the fingers spread out to support the body of the bottle.

# HOW TO OPEN A BOTTLE OF CHAMPAGNE OR SPARKLING WINE

GLASS of BUBBLY.com

- 1** Make sure the bottle is chilled.
- 2** Remove the foil around the top of the bottle.
- 3** Undo the wire cage (muselet) by turning the wire while keeping your **thumb over the top** of the bottle.
- 4** Hold the cork (bouchon) in the palm of your hand.
- 5** Hold the bottle at a **45 degree angle**, making sure it is not pointing at anyone and twist the bottle at the bottom.
- 6** You should hear a **gentle hiss** not a pop.

**Be careful** when opening your bottle of bubbly.  
Remember more people die from a Champagne cork than a bite from a poisonous spider!

© glassofbubbly.com

## TASK: SERVICE OF MAIN COURSE

### PROCEDURE:

- The main course order is taken after the drinks are ordered.  
The main course is served pre-plated.
  - The whole cover is laid on the table with the dinner napkin.
  - The stewards lay the table as well serve the meals from the right hand side.

## TASK: CARRYING A TRAY

### PROCEDURE:

- Only beverage rounds are used to serve the drinks.
- Since all the food is pre-plated, no American tray is used in the Bar.
- Carry the tray on the left-hand side.
- Balancing of the tray becomes important since expensive spirit is being placed on the tray.
- Hence it is important to place the ice bucket in the centre of the tray and the glasses and mixers around the bucket.

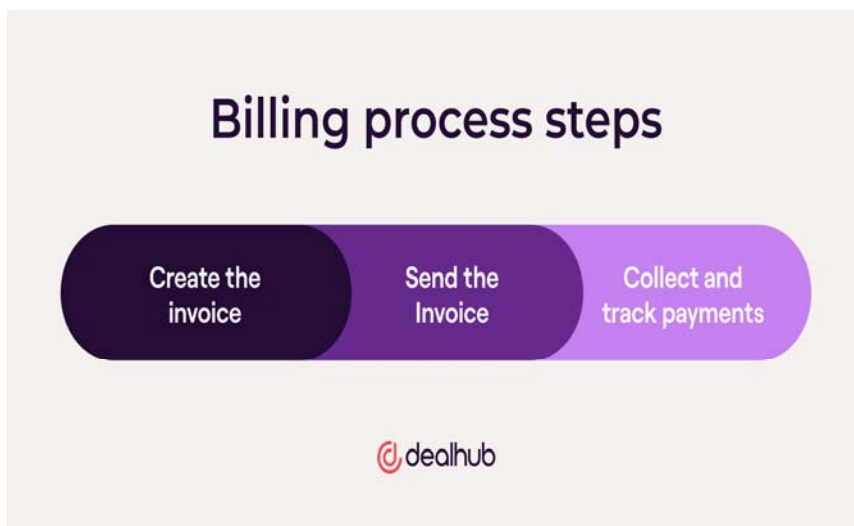




## TASK: BILLING PROCEDURE

### Procedure:

- A KOT/BOT is generated for every food and drink served.
- For the KOT, there are 2 copies; one-copy stays with the pick-up guy who prepares and the other is for kitchen.
- Bills are in 3 copies; 2 copies stay with the cashier and the 1st one goes to the Guest.
- The steward presents the bill to the Guest.
- There are three ways of payment which includes Cash, Credit or Room Guest.
- In case the payment is in cash, the steward checks the amount and gives it to the cashier. He then returns to the guest with the bill copies, which has a pay stamp on it and the change if any. Always check his change.
- In case the Guest pays through credit card, then the steward gives the cashier the credit card. The cashier processes the credit card. The steward then collects the charge slip and gets it initialed by the Guest. One copy remains with the cashier along with the bill. The signature is checked on the credit card slip and finally, the card is returned back to the Guest along with a copy of the charge slip and a copy of the bill.
- If the guest is a room Guest, then the guest just signs the bill and writes down the room no. and name on the bill which are kept with the cashier. The cashier keeps 2 copies for his reference and gives the second copy to the front office for settling the amount in the guest folders.



# BEO and Billing Procedure

**WESTIN**  
MUMBAI

The Westin Mumbai Garden City  
International Business Park, Oberoi Garden City  
Goregaon (East), Mumbai 400063 India  
Tel: +91 22 61470000  
Fax: +91 22 61470101

**Account Name:** Credo Brands Marketing Private Limited  
**Contact Name:** Mr. Jaspal Singh  
**Address:** Credo Brands Marketing Private Limited  
L Wing 2nd Floor, 1st Centre  
Chandivali, Andheri E  
Mumbai, MH 400072  
India  
9320799789  
E-mail: jaspalsingh77@gmail.com

**BEO NO:** 417052 **PM:** No PM  
**Booking Name:** Credo Brands Marketing - events  
**Organizer/Onsite:** Mr. Jaspal Singh  
**Arr / Dep Date:** 01-JUL-23 to 09-JUL-23  
**Arr / Rtn Owner:** Pooja Viankar / Pooja Viankar  
**DEF / DEF:** DEF / DEF **Block Code:** NHA  
**Rms/Cat Status:** SFA Web / OS Quote ID:

**Telephone:** 9320799789  
**Fax:** 9320799789  
**E-mail:** jaspalsingh77@gmail.com

**WESTIN**  
MUMBAI

The Westin Mumbai Garden City  
International Business Park, Oberoi Garden City  
Goregaon (East), Mumbai 400063 India  
Tel: +91 22 61470000  
Fax: +91 22 61470101

**Account Name:** Credo Brands Marketing Private Limited  
**Contact Name:** Mr. Jaspal Singh  
**Address:** Credo Brands Marketing Private Limited  
L Wing 2nd Floor, 1st Centre  
Chandivali, Andheri E  
Mumbai, MH 400072  
India  
9320799789  
E-mail: jaspalsingh77@gmail.com

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**Monday, 03rd July 2023**

Event ID	Time	Room	Function	Set-up	Exp/Gtd	Rental
4817014	09:00 - 23:30	Westin Grand Ballroom	sqp	See Notes	\$5 / 50	AI INR 8,50,000.00

**Food 09:00 To 23:30**

Event ID - 4817014  
Westin Grand Ballroom  
RST  
Exp. 55 / Gtd 50  
\*\*\*\*\*  
**OPEN FOOD**  
\*\*\*\*\*  
Breakfast (8am-11:30am)  
\*\*\*\*\*  
Poha with chutney  
Dahi: Curd / Veg. w/ chut - Sardeshi  
Feni, Concoction  
Toad Tea (different flavours every day) to be kept till lunch  
Lunch at ST for the guest  
\*\*\*\*\*  
Salads  
\*\*\*\*\*  
Russian salad  
Caesar salad  
Shore peas ka raita  
\*\*\*\*\*  
Papad/Pickle  
\*\*\*\*\*  
Veg main course  
\*\*\*\*\*  
Panner lababdar  
Aloo Rasaba  
\*\*\*\*\*  
Non veg main course  
\*\*\*\*\*  
Dum ka murg  
Assorted Indian Breads  
Yellow dal fry  
Bhenmedice  
Dal Khichdi  
\*\*\*\*\*  
Desserts  
\*\*\*\*\*  
Indian dessert  
Rasgulla  
Jaccaman  
Chocolate

Page 1 of 4

**Monday, 03rd July 2023**

Food	Housekeeping
<p>Vanilla Seasonal cut fruits ***** Mintle Chai to be kept till PMT 1 ***** PMT 1 (3:30 - 5pm) ***** Vegetable Frankie rot corn &amp; cheese nuggets Mintle Chai ***** PMT 2 (5pm-6:30pm) ***** Pizza cheese finger Bataata Vada Strawberry milk shake ***** Live Station (6:30-8:30pm) ***** Live Chord Station Live Mexican Counter</p>	<p>Westin Grand Ballroom Housekeeping 09:00 To 23:30 ***** Venue to be cleaned before the event starts ***** <b>Banquet Operations</b> 09:00 To 23:30 ***** Westin Grand Ballroom Banquet Operations Purpose of the event : Exhibition Contact person on site - Jaspal Singh ***** Tennis Setup to be ready - 0700 hrs Host arrival - 0800 hrs AMT - 0900 hrs - 1130 hrs Lunch - 1200 hrs - 1300 hrs PMT 1 - 1530 hrs - 1700 hrs PMT 2 - 1700 hrs to 1830 hrs Live - 1830 hrs to 2030 hrs Starters - 2000 hrs to 2200 hrs Bar - 2000 hrs Dinner - 2200 hrs Closure - 2330 hrs ***** <b>SETUP</b> Ballroom : SMC would be coming prior midnight for set-up Chairs to be placed at ballroom as required Silver Water to be placed at the niche Mr. Jaspal Singh from Credo Brands would be present at the venue Please discuss with him the set-up details in Brief Registration Desk in Pre Function Area White TC to be used for tables ***** PFA : Bar to be placed at the Ballroom PFA ***** Estimated PFA SPA Room would be fabricated by Guest's event company Hotel to Arrange Deck Chairs &amp; SPA Treatments See ambience to be created like diffusers, candle, oils 01 x hot massagers at all given point of time (from 9000 hrs - 300 hrs) A Few Cocktail Stands to be placed</p>

Page 2 of 4

**THE WESTIN**  
MUMBAI  
GARDEN CITY

**INVOICE CUM BILL OF SUPPLY**  
Banquet Local

900350218 Chetan Pawar

CHK 11006689 TBL 1/1 6ST 33  
6 Jun'23 4:15 PM

---

**Non resident**

33 Lunch @ 2280 @ 2280.00 75240.00  
996334

1 P.A. System (1 Meetings  
Room) 3500.00  
996334

1 Cor: dress  
Hair: 30 x 21 s/microphone 1500.00  
996334

Subtotal 80,240.00 INR

TIPS : See Continuation

**WE LEVY NO SERVICE CHARGE  
THANK YOU!**

Please do not sign if you have paid cash  
The Westin Mumbai Garden City  
A Unit of Oberoi Realty Ltd  
International Business Park, Oberoi Garden City  
Goregaon (East), Mumbai 400063  
t +91 22 61470000 f +91 22 +91 22 61470101

---

Name \_\_\_\_\_  
Room No. \_\_\_\_\_ Signature \_\_\_\_\_

GUEST GST No. 27600666784V  
HOTEL GST No. 27AABCK0235H2ZV  
FSSAI Number: 10015022004069

N<sup>o</sup> 894941

GUEST COPY

## TASK: USE OF LOG BOOK

Procedure:

Logbook is also known as the message-book. This is maintained during every shift operation.

- Logbook gives everyone in the lobby bar details of every activity in the department.
- All special instruction from guest must be written in the logbook.
- The night shift must enter the log entries for the morning shift people.
- All log entries must be written clearly and neatly with the date & Time of the entry made mentioned on the side.
- The person writing the log must sign all the log entries.
- Captains must enter all the hand over tasks in the logbook.
- At the beginning of the shift all staff are required to read the logbook.
- Night shift must enter the sales figures in the logbook.

## TASK: MAINTAINING PAR STOCKS

### PROCEDURE:

- The Manager or the Captain decides the par stock level.
- While taking the par stock level, the average consumption per day is taken into account.
- The par stock is the required amount of item to run a daily business.
- The Captains are responsible for maintaining and ensuring that the par stock level is maintained and hence the Captains make the indents.
- Par stock list is always put on the notice board.

## **TASK: GREETING THE GUEST**

**STANDARD:** Every Guest will be greeted on arrival at the restaurant door & Shown to a suitable table with minimum delay. All Guests must be acknowledged within 30 seconds of their arrival in the restaurant.

**Procedure:**

- The Hostess/ Sr. Captain/Manager/member closest to the entrance will approach Guest.
- Guest will receive a warm smile and a genuine greeting.
- The person greeting the guest at the entrance must stand in an erect posture and exhibit friendly body language.
- Always use guest's name if known.
- The greeting will be to the stand of the Hotel: Good morning/ Afternoon/ Evening Mr. ----- or sir/ ma'am welcome to (name of outlet).
- The guest will be checked with whether he or she holds any reservations?
- The guest will be asked to accompany staff member to the selected table after checking with him his preference for smoking/ non-smoking section.

## EAT WELL

Maintain a healthy lifestyle on the road with our nutrient-rich and delicious SuperFoodRx dishes.

What are Super foods?

\* Foods that can Reduce the risk of cancer due to high levels of antioxidants, vitamin C, and manganese.

Apples

Avocados

Beans

Blueberries

Broccoli

Cinnamon

Dark Chocolate

Dried Super Fruits

Garlic

Honey

Kiwi

Low-fat-Yogurt

Olive oil

Oats

Onions

Oranges

Pomegranate

Pumpkin

Soy

Spinach

Tea

Tomatoes

Turkey

Wild Salmon

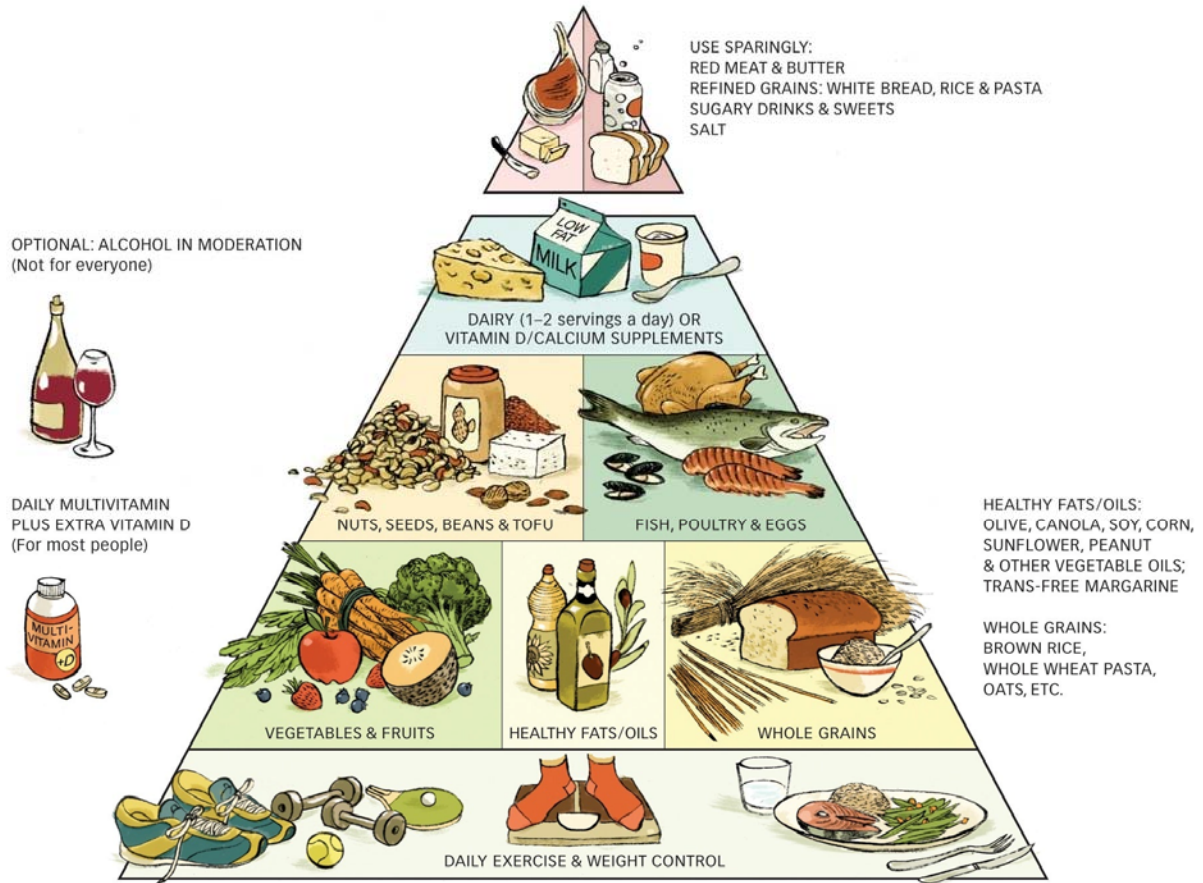
Walnuts

# SuperFood menu Standards

- Blueberry Banana Smoothie
- Blueberry orange protein smoothie
- Berry, apple and granola muesli
- Steel cut cinnamon scented oatmeal
- All natural granola, low fat yogurt and berries
- Organic eggs "Benedict" with salmon
- Smoked salmon silky tofu and avocado
- Spicy smoked turkey taco
- Egg white omelet, broccoli and cheddar
- Scrambled egg, turkey and cheddar wrap
- Blueberry orange granola pancakes

## THE HEALTHY EATING PYRAMID

Department of Nutrition, Harvard School of Public Health



## Food production (kitchen)

### HIERARCHY

- Executive Chef
- Executive Sous Chef
- Sous Chef
- JR.Sous chef
- Pastry/Bakery chef
- Banquet Chef
- Chef de partie (CDP)
- Commis



### SECTIONS

#### 1.Garde Manger

A garde manger is a cool, well-ventilated area where cold dishes are prepared and other foods are stored under refrigeration. The person in charge of this area is known as the chef garde manger or pantry chef. Larger hotels and restaurants may have garde manger staff to perform additional duties.

#### 2.Commissary

This is a cold kitchen which is placed near to the receiving area to easy access to receive vegetables and fruits. All needed cut vegetables are cut and supplied to the other kitchens in advance or whenever needed. The kitchens are supposed to give a requisition of the required things needed and with is authorized by the head of department that is the executive chef. Commissary coordinates with all the kitchens to supply cut vegetables or as they are required by the kitchen



### **1. Bakery & Confectionary**

It is often called as the dessert section of the hotel as it provides all the deserts ranging from cakes to pies to laminated pastries. It is also responsible for providing pastries, chocolate and confectionery items.

Right in the morning from decorating pastries and cakes to the baking breads at night the bakery is bustling and busy with work

### **2. Banquet Kitchen/ Main kitchen:-**

Often referred to as the main kitchen in some hotels Required for mass production food for catering events, functions, marriages, receptions, conventions, etc.

Its work centre includes the following stations in a main banquet kitchen.

- INDIAN VEG
- INDIAN NON-VEG
- INDIAN PANTRY
- TANDOOR
- CONTINENTAL
- JAPANESE
- ASIAN

**The equipments used in these sections are as follows :**

<b>Sr. No.</b>	<b>Equipment</b>	<b>Use</b>
Storage Equipment		
1.	Deep freezers	Items kept below -18 degrees Celsius
2.	Table freezer	Ingredients are refrigerated in the bottom refrigerator, and the tabletop is used as a counter during service.
3.	Refrigerator	For storing things that are above the freezing point in a cold environment..
Utility Equipment		
1	Dehydrator	Moisture removal from additives
2	Slicer	For slicing meat and veggies thinly
3	Ice crusher	For serving the starters, crush ice cubes
4	Microwave oven	Ingredients and constituents can be quickly heated, melted, and thawed.
5.	Hand blender	For the purpose of mixing and foaming liquids
6	Whipping siphon	To make mousse and foams in a flash
7	Table top Dough mixer	To make the dough, whisk it, and beat it
8	Spherification set	Molecular agents are used to create spheres, caviars, and other objects
9	Silicon molds	For arranging pieces into the desired shape and pattern
10	Gas range	For use in open flame cooking
11	Deep fryer	Deep-frying hot appetisers
12	Toaster	Tortillas and bread slices can be toasted and grilled

13	Salamander	For the purpose of gratinating food
14	Hot plate	To keep elements heated
15	Combi oven	Food elements are baked, roasted, and heated
16	Bain Marie	To keep sauces and soups hot.
17	Heat lamps	To keep served food warm on the pass counter until the server comes to collect it
18	Sous vide	Ingredients are cooked slowly in a vacuum-sealed bag
19	Mixers	It's used to make pastes and blend powders and mixes
20	Meat grinder	To mince meat
21	Pasta machine	To make ravioli sheets
22	Portable gas stove	For use in front of guests for heating oil and elements, among other things
23	Cookie cutter	For cutting different shapes and sizes

**THE WESTIN**  
**MUMBAI**  
**GARDEN CITY**  
**ROOMS**



## Bedroom Amenities

The bath amenities and telephone amenities.

- Cards that are placed in the rooms are:
- Telephone card
- Well being card
- Note pad with pen
- Safe and secure card
- Spa card

### The basics of bed making

- 1) Bed base
- 2) Bed skirting
- 3) Mattress protector
- 4) Mattress
- 5) Bottom sheet
- 6) Middle sheet
- 7) Blanket
- 8) Top sheet
- 9) Duvet with duvet cover
- 10) Pillow with pillow cover

## **Deluxe Rooms**

- Located on the 19th through 26th level of the hotel tower, our large Deluxe rooms, 42-48 square Meters are stylish, with comfortable furnishings in neutral tones.
  - Marble floors leads to an oversized bedrooms of lush, wall-to-wall carpeting and grand floor-to ceiling windows.
  - The panoramic view encompasses the exotic green reserves as well as the moving mural of Mumbai itself, allowing you to experience the energy of the city from the comfort of your rooms.
  - Westin Heavenly Bed®
  - Bathrobes and Slippers
  - Satellite Channels
  - High speed internet access(additional charges apply)
  - Room refreshment Center
  - Hair Dryer
  - In-room Safe
  - 24 hours in-room dining

## Deluxe Room View



### **Westin Executive Club Rooms**

- The Westin Executive Club Rooms experience is an idyllic escape to fit the needs of the business and leisure travelers alike, at an expansive space of 42-48 Square Meters.
  - Southern rooms provide tranquil vistas of lush green fields, while our northern rooms allow you to watch the moving mural of Mumbai in action.
  - Exclusive Access to the Executive Club Lounge
  - iPod Docking Station
  - Two Hours Complimentary Use of Executive Meeting Rooms
- Westin Heavenly Bed  
Bathrobes & Slippers  
Satellite channels  
High Speed Internet Access (additional charges apply)  
Room Refreshment Center





**Westin Executive Club Bed Room View**



**Bathroom View**

## **Executive Suites**

- Our elaborate Executive Suites, offer spectacular views that encompass exotic green reserves as well as the moving mural of Mumbai itself, allowing guests to experience the energy of the city from the comfort of their rooms.
- For those travelers seeking additional space, our one bedroom suites provide an expansion environment with an array of thoughtful amenities at your fingertips.
- The suites are spread across 103 square meters.
- Two LCD Televisions
- Refreshment Center Stocked with Wine
- Complimentary Luxury Car Service
- Two Hours Complimentary Use Of Executive Meeting Rooms
- Separate Living Area
- Westin Heavenly Bed®
- Bathrobes and Slippers
- Satellite Channels
- High Speed Internet access ( additional Charges apply)
- Room Refreshment Center
- Hair Dryer
- In-room Safe
- 24 hours In-room dining



**Executive Room View**



## **Chairman's Suite**

- Exiting the elevator on the 31st floor, guests enter an expansive, three-room suite with a separate living area that gracefully attends to all your needs while pampering your senses with breathtaking panoramic views provided by the floor-to-ceiling windows.
- The large suite is spread over 148 square Meters.
- Two hours Complimentary use of Executive Meeting Room
- Three LCD Televisions
- Refreshment Center stocked with Wine
- Complimentary Luxury Car Machine
- Wine Cooler
- Media Room
- Bulgari Bath Amenities
- Bose Sound System
- Wellness Area
- Exclusive Access to the Executive Club Lounge
- Westin Heavenly Bed®
- Bathrobes and Slippers
- Satellite Channels
- High Speed Internet Access
- Room Refreshment Center
- Hair Dryer
- In-room safe

**Chairman Suite Room View**



## **Presidential Suite**

- The Presidential Suite located on the 32d floor, is a unique retreat transporting you to an oasis of comfort, style and elegance amid one of the world's most dynamic and colorful cities.

Elegantly designed with a touch of old world sophistication in a contemporary setting, masking floor-to-ceiling windows and sweeping panoramas of Mumbai that extend to the horizon.

The expensive suite takes relaxation and rejuvenation to another level, incorporating all the comforts of a luxuries home with an array of amenities that will leaves you feeling better than when you first arrived.

- Infinity Bathtub
- Five LCD Televisions
- Two hours complimentary use of Executive Meeting Room
- Refreshment Center Stocked with Wine
- Fully Stocked Pantry
- Dining Area with seating for Eight
- Bulgari Bath Amenities
- Complimentary Luxury Car Service
- Wellness Area
- Nesspresso Coffee Machine
- Media Room
- Exclusive Access to the Executive Club Lounge
- Westin Heavenly Bed®
- Bathrobes & Slippers
- Satellite Channels
- High Speed Internet Access
- Room Refreshment Center
- Hair Dryer
- In-room Safe



**Presidential Suite Room View**

## **CONCLUSION**

When I first began my Industrial Training but went by ever so quickly and have left me craving for much more. I would have to say that it is an absolutely fabulous part of the curriculum and perhaps will remain the most memorable one.

Needless to say that this experience was a highly enriching and educative one as I went on from one department to another and met and got the opportunity to train under several highly respected senior professionals. I learnt that every individual is different and that every one has something unique to offer. I learnt that every job has its nuances and its value and that no job is superior to the other. I learnt that one needs to constantly improve and improvise. I learnt that this is just the beginning of a long road ahead... full of challenges. But I know that I will be able to run along because I have my foundations firmly built in. It is here that I got the opportunity to continuously introspect and improve... as a budding professional and as a human being. I will always look back at the time spent here with fondness and with pride.

I cannot but thank all the people who have helped me in several different ways that will go a long way in facilitating the commencement of a wonderful journey.



## **SUMMARY**

In this tenure of 4.5 months of Industrial training, I, indeed have learnt many new things and inculcated knowledge will help for my better future. I have learnt that how every department must co-ordinate with each other in every situation. Right from the front of the house to the back of the house, The Westin HOTEL, seniors and everyone concerned played a vital role.

I, will indeed cherish this knowledge for the rest of my Industrial life and this training has made me a more confident and active person

o

Thank  
you!