

Westin pune

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THE WESTIN PUNE, INDIA INDUSTRIAL TRAINING REPORT ABHIJIT. MANE
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EXPOSURE TRAINING REPORT ACKNOWLEDGEMENT I would like to convey
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INTRODUCTION TO THE WESTIN * DEPARTMENTAL STUDY: 1: F & B SERVICE
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REFERENCE About Pune Pune has been known by a plethora of sobriquets.
Popular among them: Queen of the Deccan, cultural capital of Maharashtra,
pensioner's paradise and Oxford of the East. Pune is one of the historical
cities of India with a glorious past, an innovative present and a promising
future. The Pune Municipal Corporation administers the city. Its boundaries
extend over four hundred square kilometers and it has a population of close
to four million.

Thus, Pune city has been developed in to a Pune metropolitan area, just
equal in area to that of Greater Mumbai. It is located 192 km (by rail) and
160km (by road) from Mumbai and is 559 meters above the mean sea level.
Being surrounded by beautiful hills and the Sinhagad fort, it has a temperate
climate. Water, which is plentiful, is supplied to the city from Panshet,
Khadakvasla and Varasgaon dams --all located about thirty kilometers from

Pune. Pune is among the greenest urban areas in the country with more than 40 per cent of its area under green cover.

PUNE or Punyanagri as it is called has had a glorious past of nearly 1000 years. Punes history is both illustrious and romantic. The cities historical associations are fast woven with Shivaji Maharaj, the Peshwas and Lokmanya Tilak. It was here, in the Lal Mahal that Shivaji boldly attacked Aurangzeb's uncle, and Shaista Khan and won back the lost territories. Later it was ruled by the Peshwas. When Bajirao-I became the Peshwa, he made Pune the headquarters of the army and the Shaniwar Wada was built. Bazaars and shopping plazas. Palaces and ritzy hotels.

Temples, mosques, churches and even a synagogue to visit. This sprawling metropolis conjures up myriad images -ancient forts, ornate palaces, lush gardens, shopping arcades, educational institutions and rolling hills. The Ganapati festival celebrated yearly, called the Pune Festival, has made its mark on the tourist map of India. Geographical Profile of Pune: The city of Pune lies between 18 degrees 32 minutes north; 73 degrees 51 minutes East. It has an altitude of 559 meters above mean sea level and has a very pleasant climate. The Temperatures range from 15 degrees C to 35degrees C.

The best time to visit is October-March. The Winter Period is between Mid Nov to mid Feb characterized by Dry, cold nights, pleasantly warm days. The spring fall sin between Mid-Feb to end-March having Warm days and pleasant nights Tourist Spots Lal Deval (Synagogue) Lal Deval is conspicuously placed on Moledina Road. The red-brick-and-stone structure built-in the English Gothic style, resembles a church. It is Pune's finest

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synagogue, built by philanthropist David Sassoon in 1867. Bund Garden Bund Garden lies on the right bank of the Mula Mutha River.

Constructed by Sir Jamshedji Jeejeebhoy primarily for providing water to the poor during summer, it has become a popular unwinding spot for citizens with an added attraction of boating facilities and has recently added a well-designed jogging track. Bund Garden is now known as the Mahatma Gandhi Udyan. The Osho International Commune The Osho International Commune is in Koregaon Park, attracting thousands of foreigners wishing to take part in the meditation courses organized by the Ashram. The Commune was founded by Osho Rajneesh who died in 1990. His Samadhi is situated in the Ashram.

The commune has beautiful gardens open to the public in the mornings and evenings. Aga Khan Palace True to its name this place boasts of Italianate arches and spacious lawns, an unlikely place for a prison but the Britishers interned Mahatma Gandhi and his wife Kasturba Gandhi here. The architecture of the palace will take you down memory lane, reminding you of the illustrations from fairy. Shindyanchi Chhatri Amongst the architectural prides of Pune, the memorial to the great warrior Mahadji Shinde, the commander-in-chief of the Maratha army, between the years 1760 to 1780 under the mighty Peshwas.

The temple adorned with Rajasthani architecture is an imposing edifice situated at Wanowrie. Shaniwar Wada The historic palace of the Peshwa (Prime Ministers) rulers became the seat of political power during Bajirao reign and became so conspicuous that to this date the palace has become the symbol of the city and its culture. Built in 1736, the Shaniwar Wada was <https://assignbuster.com/westin-pune/>

once the palace of the great Peshwa rulers. The wada (Fort) was destroyed by a major fire in 1827, the cause of the fire till today remains a mystery.

Parvati Hill and Temples

The 'Nagarkhana' drum house, the imposing temple of Parvati and Devdeveshwar are the main structures on the hill. The Parvati museum houses portraits of heroes of the Peshwa dynasty, besides old manuscripts, weapons and coins. A group of beautiful temples of Ganapati and Kartikeya make Parvati add to Parvati attractions. According to the records, the main idol was carved out of gold by craftsmen from Karnataka. After this was stolen in 1932, it was replaced by silver idols plated with gold. The 108 steep climb to the 17th century temple located on top; the hill is also the favorite haunt of fitness fans.

Raja Dinkar Kelkar Museum Raja Dinkar Kelkar Museum is housed in a quaint Rajasthani-style building. It holds a one-man collection of the most fascinating Indian artifacts. Thirty-six sections of this museum are used to display a plethora of antiques, carved palace doors, pottery, a priceless collection of lamps and musical instruments of the Mughal and Maratha periods. A master piece is the 'Mastani Mahal' brought and erected as it was from its original place! Bal Gandharv Mandir The home of Marathi Theatre, both commercial and experimental.

Throughout the year there are different cultural happenings like exhibitions, theatre, orchestra - instrumental and vocal. Tilak Smarak Mandir Tilak Smarak Mandir on Tilak Road is a building commemorating the great freedom fighter and social reformer Lokmanya Tilak. On the ground floor is a small museum describing Tilak's public life and a theatre on the upper floors.

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SarasBaug Sitting like a flat oyster towards one end of the city, the sunken Sarasbaug is a place where hundreds of Puneites throng every evening, for their share of fresh air among green surroundings.

Adjoining Sarasbaug, across a small narrow road is another garden. This however, is not merely a park but a zoo as well - Peshwa Park. The Film and Television Institute of India The Film and Television Institute of India is situated on Law College Road. It imparts training in all branches of the film and television industry and is known for having produced some of the finest show-business professionals in the country The Katraj Snake Park The Katraj Snake Park has a collection of reptiles, birds and turtles. Naturalists would delight in the Park's exhibits and activities. The park has also recently added a zoo.

Chaturshrungi Temple: Chaturshrungi Temple is situated on a hillock off Senapati Bapat Road. This temple of the goddess attracts droves of devotees during the nine-day Navaratri festival in October. Sinhagad Fort One of the great forts of Maharashtra is based in Pune. This is the place where brave soldiers fought for the fort. Tanaji, one of the trusted soldiers of Shivaji Maharaja sacrificed his son's wedding to win the fort. He was well supported by his uncle Shelar Mama and his brave Marathas. The fort was named Sinhgad from Kondana, after this brave Maratha who fought till death like a true lion.

HISTORY OF PUNE History of Pune Down the centuries, Pune has been ruled by several dynasties. The earliest evidence found (copper plates of 758 A. D. and of 768 A. D.) reveals that the Rashtrakootas ruled this region then. At that time, Pune was referred to as Punaka Vishaya and Punya Vishaya.

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Copper plates of 960 A. D. and 963 A. D. refer to it as Punaka Wadi and Punaka Desha. Here Vishaya means region. Later on, the city has been mentioned as Kasabe Pune. The Pune Gazetteer explains the term Pune as Punya - a holy place. In Hindu tradition, a confluence (sangama) of two rivers is sacred.

Hence, this city, where there is a confluence of two rivers, is Punyanagari. After the Rashtrakootas, Pune was ruled by the Yadav dynasty. After the fall of this dynasty, it came under Muslim dominance till the middle of the seventeenth century. With the emergence of Chatrapati Shivaji, who founded the Maratha Empire, Pune became known to the Delhi Sultanate. Shivaji, spent his early childhood in Pune at Lal Mahal, a palace built by his father Shahaji, where Shivaji's mother Jijabai lived for a decade. Dadaji Konddev, Shivaji's mentor, developed Pune city. He constructed temple of Ganesha called Kasba Ganapati.

This is the grama devata where invitations for all religious functions are first offered be it for a marriage, upanayana ceremony or any other functions. It was in this Lal Mahal that Shivaji attacked the Moghuls and defeated Shahiste khan, the uncle of Aurangzeb After the death of Shivaji in 1680 and the cold blooded murder of his son Sambhaji, Aurangzeb named Pune as Muhiyabad. Pune gained importance during the period of the second Peshwa Thorala (senior) Bajirao who ruled from 1720 to 1740. During his time, the palace of the Peshwas -Shaniwar wada was built.

The various mahals or buildings were constructed by different Peshwas. There are still remains of a fountain with thousand outlets called Hazari Karanje. It was Thorala Bajirao who expanded the Maratha Empire into north

and central provinces. Nansahab Peshwas acceded Thoral Bajirao Peshwa and ruled the Maratha kingdom from 1740 to 1761. He tried to control the Nizam and maintained peace. He was instrumental in urbanizing Pune city and encouraged the setting up of Peths or wards in Pune. He constructed the famous Parvati Temple complex, a pride of Pune city.

He designed a water supply system from Katraj Lake that lies to the south of Pune city. A number of temples and palaces were constructed during his time. Due to the family feuds that ensued thereafter, the Maratha power came to an end in 1818, when the British led by Mount Stuart Elphinstone defeated them and established the British Raj in this region. During this period, the French, the Portuguese and the British powers established contacts with the Peshwas, sent representatives for various functions. Pune and Delhi were the only centers of power during this century.

Pune has been recognised as a seat of learning and the Deccan College (1851) led the educational movement in Pune. Tilak, Agarkar, Bhandarkar and other luminaries of the nineteenth century studied in the Deccan College. They studied in the English language, but a literary movement was started by organizing the first Marathi literary conference in 1878. Justice Mahadev Govind Ranade, V. K. Chiplunkar and others took lead in this sphere of life. Tilak, Agarkar, Nam Joshi and Principal Apte founded the Deccan Education Society and its Fergusson College in 1885.

The New English School (1880), the Nutan Marathi Vidyalaya (1883) and the MES Society's High School (1875) were started. Soon after, a high school for Indian girls was established in 1884. A new generation of educated Indians started the freedom movement under the leadership of Lokmanya Bal

Gangadhar Tilak. He started two newspapers, the Maratha in English (January 1, 1881) and the Kesri in Marathi (January 4, 1881). Through these newspapers, Tilak aroused interest in national education, national language, swadeshi and swarajyai - the four fold aims for independence. "Swaraj is my birthright" was the slogan given by Tilak to the rest of India. Gopal Krishna Gokhale is another builder of modern India who established the Servants of India Society and represented Indian interests in the imperial legislative council. Mahatma Gandhi considered him his guru. Maharshi Dhondo Keshav Karve is yet another gem of modern India, who throughout his life fought for the upliftment of women, started a college for them and established the first Indian University for women, named SNDT Women's University. He was awarded the Bharat Ratna in 1958.

Senior Wrangler R. P. Paranjape is another luminary from Pune who sacrificed higher salaries and worked as the principal of Fergusson College for over twenty years. Mahatma Jyotiba Phule started education for women and struggled hard for the upliftment of the depressed classes. Shrimati Anandibai Joshi was the first lady to complete medical education in the USA. Thus, we find the origin of various movements - social, religious, educational, political, economic and literary-, in Pune city HISTORY OF HOTEL In 1930, hotel owners Severt W.

Thurston and Frank Duper, both of Yakima, Washington USA, formed a partnership in order to manage their hotels more efficiently. Together with Peter and Adolph Schmidt they formed Western Hotels, with seventeen properties, all but one in the state of Washington. Early management developed each property individually. After more than two decades of rapid

growth, prompting a name change in 1954 to Western International Hotels, many of its properties were merged into a single corporate structure in 1958, and the company went public in 1963.

For its 50th anniversary in 1980, it changed its name again to the current Westin Hotels & Resorts. In 1970, the chain was acquired by UAL Corporation. In 1987, UAL Chairman Richard Ferris announced a plan to make UAL into Allegis, a travel conglomerate based around United Airlines, Hertz Rent a Car, Hilton Hotels, and Westin and linked by Apollo. This strategy failed, however, and Westin was sold in 1988 to Aoki Corporation of Japan. In 1994 Aoki sold it to Starwood Capital, real estate investment firm and parent of Starwood Lodging, and Goldman Sachs, an investment bank.

In 1998 Starwood assumed full ownership of the company. Westin claims to have been the first hotel chain to introduce guest credit cards (in 1946), 24-hour room service (1969), and personal voice mail in each room (1991). Westin markets certain amenities available in its properties to the public under the brand name Heavenly. In 2005, Westin became the first hotel company to gain a national retail store presence when Nordstrom started carrying the Heavenly Bed Line in more than 60 stores. Westin refreshed its partnership with United Airlines in 2008.

United offers pillows and blankets from their Heavenly Bed line on select United premium service routes between New York City and California, as well as Westin decorations and scents in some Red Carpet Club lounges. Starwood Hotels and Resorts were originally formed by the real estate investment firm Starwood Capital to take advantage of a tax break; at the time the company was known as Starwood Lodging. Initially, Starwood Lodging owned a <https://assignbuster.com/westin-pune/>

number of hotels throughout North America, all under different brand names. The Westin Hotel Company was purchased in 1994 from Aoki Corporation of Japan.

Starwood acquired the Sheraton, Four Points by Sheraton, and The Luxury Collection brands from ITT Sheraton in 1998. In 1999, Starwood launched their "W" Hotels brand. In September 2005, Starwood announced the launch of aloft, a new hotel brand based on W. aloft Hotels catered toward business travelers. Starwood intends to have 500 aloft hotels worldwide by 2012. In 2005, Starwood purchased the Le Meridian brand, which greatly increased the company's operations in Europe. In 2004, Starwood's founder and CEO Barry Sternlicht stepped down as CEO to focus his attention on his other firm, Starwood Capital.

He remained on the Board of Directors until 2005. He was succeeded as CEO by Steven J. Heyer, and Starwood began selling a number of its company-owned hotels, instead focusing on becoming a management company and franchiser for its current and future hotel brands. In April 2007, Steven J. Heyer left the company on their request of the Board of Directors because of an issue with Heyer's management style and after allegations of personal misconduct. Chairman of the Board Bruce Duncan served as interim CEO until September 2007, when the company announced Heyer's successor, Frits van Paassche

BRANDS (The following list of Starwood brands is chronological, according to each brand's entry into Starwood) Westin The historic Westin Book-Cadillac Hotel in downtown Detroit. Main Westin Hotels The Westin Hotels and Resorts Brand is Starwood's largest upscale hotels and resorts brand. It was <https://assignbuster.com/westin-pune/>

bought by Starwood in 1994 and is also the oldest brand within Starwood, dating back to 1930. Sheraton Sheraton Poznan Sheraton Hotels and Resorts Sheraton is Starwood's 'flagship' brand, providing luxury hotel and resort accommodation.

It began operating in 1937 and was sold to Starwood in 1998 by ITT. Four Points by Sheraton Points by Sheraton Four Points by Sheraton was launched by ITT in 1995 as a mid-scale hotel brand. Originally the brand was created by re-naming existing Sheraton "Inns" (a smaller, limited service version of Sheraton Hotels). The new name avoided the confusion some guests found in having two hotel categories (full service and mid-scale) with the same name (Sheraton). These hotels joined Starwood along with Sheraton in 1998. The Luxury Collection The historic Hotel Imperial in Vienna.

The Luxury Collection Brand began when ITT Sheraton purchased a controlling interest in CIGA (Campania Italiana a Grande Alberghi, or Italian Grand Hotels Company), an Italian hotel chain, in 1994. Those hotels, as well as a number of top-tier Sheraton Hotels, were then marketed as ITT Sheraton Luxury Hotels. After Starwood bought Sheraton, they established a separate brand identity for The Luxury Collection and expanded it greatly. Both ITT Sheraton and later Starwood kept CIGA's original logo (the four horses of St. Mark) for The Luxury Collection brand logo until 2009; each Luxury Collection hotel now uses its own logo.

Many hotels in The Luxury Collection are smaller establishments in converted palaces or other significant buildings; others are lavishly restored historic hotels. Confusingly, eight hotels in The Luxury Collection which were originally part of the ITT Sheraton Luxury group kept their Sheraton Name,

although the Luxury division is now a completely separate brand under Starwood . The following hotels operate using their old Sheraton names, but within The Luxury Collection: Sheraton Sofia Hotel Balkan - Sofia, Bulgaria Sheraton Algarve Hotel - Albufeira, Portugal Sheraton Park Tower Hotel - London, UK Sheraton Ankara Hotel - Ankara, Turkey

Sheraton Addis - Addis Ababa, Ethiopia Sheraton Kuwait Hotel \wedge Towers - Kuwait Sheraton Grande Sukhumi - Bangkok, Thailand Sheraton Grande Laguna - Phuket, Thailand W Hotels The W Hotel in Washington, D. C. is located in the former Hotel Washington, built in 1918 to the designs of architectural firm Carrere and Hastings. The building is listed on the National Register of Historic Places. W Hotels is Starwood's luxury boutique hotel brand, launched in 1998. The hotel brand, which generally markets towards a younger crowd, was launched in 1998 with its first property, W New York, at 541 Lexington Avenue in Manhattan.

The brand has expanded internationally with properties opening first in Mexico City, Seoul, and Istanbul. The brand's first resort property is W Maldives Retreat & Spa. The W Barcelona hotel was W's first in Western Europe and opened in October 2009. It features futuristic design by architect Ricardo Bo fills in the shape of a sail. Standing 26 stories tall, it can be seen from all over the city. The property is located next to the beach and boasts private access to it. It also includes a Bliss spa, gym and conference facilities.

A new W Hotel was opened in early 2010 in Hollywood, CA with a Vegas-style nightclub called Drays designed by Victor Dari, followed by the opening of their fourth hotel in New York City's Downtown District in August. The W <https://assignbuster.com/westin-pune/>

plans to double its number of properties by 2011 with hotels planned in Austin, Texas (2010); Taipei, Taiwan (2010); Marrakech, Morocco (2011); Guangzhou, China (2011); Bangkok, Thailand (2011); Paris, France (2011); Athens, Greece (2011); St. Petersburg, Russia (2011); and London (2011) where the Hotel is located in Leicester Square and opened on February 14th 2011.

Retreat & spa properties are planned in Bali, Indonesia (2010) and Koh Samui, Thailand (2010). Future hotel properties in Singapore (2012), Milan, Italy (2012); Amman, Jordan (2012); Abu Dhabi, UAE (2012); Santa Fe, Mexico (2013); and Cairo, Egypt (2016) have been planned as well as a retreat & spa property in Riviera Maya, Mexico (2014). Starwood is planning the W Hotel's first ski retreat in Verbier, Switzerland (2012), bringing the total number of W Hotels to 55. St. Regis The St. Regis New York. Is Starwood's main luxury brand, launched in 1999 . It is named for the flagship St.

Regis Hotel in New York, which was built in 1904 in Manhattan at 5th Avenue and 55th Street by John Jacob Astor IV, who also founded the Astoria Hotel (which later became the Waldorf-Astoria Hotel) and who died in 1912 on the RMS Titanic. In the 1930s, head bartender Fern and Petit, introduced the Bloody Mary cocktail. The St. Regis was a Sheraton from the 1960s on, and following a lavish restoration in 1988 was part of the ITT Sheraton Luxury division before it became the cornerstone of Starwood's new brand. All St. Regis properties except The Lanes borough in London use The St. Regis name. Le Meridien

Le Meridien: Le Meridien was founded by Air France in 1972 and was sold to Starwood in 2005, by which point it was based in the UK. It has 130 properties worldwide and its first property was LeMeridien Etoile in France.

Aloft Aloft Hotels: Aloft is a mid-scale, urban-style business / boutique hotel brand. The brand was launched in 2005 as a 'vision of W Hotels', a relationship similar to Four Points by Sheraton and its 'brand parent', Sheraton. It has been criticized for being too slick and formulaic.

Element by Westin: Announced in 2006, this is Starwood's first brand of hotels intended to be environmentally friendly.

The designs include energy and water efficient features. The first Element hotel opened in Lexington, Massachusetts in July 2008. As of April 2010, there are seven Element hotels in operation in Denver (Park Meadows), Las Vegas (Summerlin), Houston (Vintage Park), Dallas (DFW Airport), Ewing NJ, Lexington, and Arundel Mills (BWI Airport). Two Element hotels are scheduled to open within the next year, in New York City and Omaha, Nebraska. Element hotels are built eco-friendly from the ground up, from the floors made of recycled materials to energy-efficient lighting and plumbing fixture

Starwood Preferred Guest Partnerships

It has credit card partnerships with American Express (MBNA Canada Bank partnership replaced by American Express in 2010). Starwood Preferred Guest also has a partnership with 32 affiliated airlines allowing guests to redeem their points for flights under the "SPG Flights" program. According to Starwood Hotels and Resorts' corporate profile, the SPG program has over 41 million members. Star Points Star Points can be used by Starwood Preferred Guest Members (SPG) to redeem Free nights at Starwood's hotel

properties. In addition, they can be used for merchandise with their partners such as GAP, Westin at Home, Nordstrom and more.

Member Tiers/Levels There are 3 main levels of Starwood Preferred Guest. First, there is the basic level, preferred. Next, there is gold level. Lastly, there is Platinum Level. Each level has better perks. They can be found on the SPG Website In addition to obtaining these statuses through hotel nights, all Starwood Vacation Ownership owners are automatically enrolled into the Gold Starwood Preferred Guest Program. Some owners of several weeks (5* Elite Owners) are enrolled into the Platinum Starwood Preferred Guest program

ROOMS The Westin Pune Koregaon Park offers 277 guestrooms. Balconies open to city or river views .

Guestrooms are individually furnished and decorated. Pillow top beds feature signature bedding, triple sheeting, and down comforters. Rooms are furnished with desks and ergonomic chairs. 40-inch LCD televisions come with premium satellite channels, free movie channels, and first-run movies. Wired and wireless high-speed Internet access is available for a surcharge; multi-line phones, complimentary newspapers, and in-room safes (accommodate laptops) are also provided. Coffee/tea makers are provided. Bathrooms include separate bathtubs and showers with handheld showerheads, bathrobes, slippers, and makeup/shaving mirrors.

Washers/dryers, separate sitting areas, and mini bars are also included. A nightly turndown service and housekeeping are provided. Amenities available on request include hypo-allergenic bedding. Cribs (infant beds) and rollaway beds are also available. Rooms are accessible via exterior corridors.

DINING The Westin Pune Koregaon Park has 6 restaurants serving breakfast,

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lunch, and dinner. Guests are offered complimentary hot and cold buffet breakfast. 24-hour room service is available. Dining The Westin Pune Koregaon Park with its six restaurants and bars is the destination to refuel, replenish and refresh.

Three unique eateries, one specialty food store and cafe, a lobby lounge, and a bar provide a wide range of culinary delights as well as myriad moments to savor. Our all-day dining restaurant, Seasonal Tastes offers a contemporary buffet and a la carte menu for a unique combination of Asian and international cuisine. Dramatic buffet displays and interactive stations present an exciting dining experience. People; Passion; Pleasure! Prego is a modern Italian restaurant serving authentic regional home-style dishes. Hearty signature dishes and an open pizza oven make for a lively and aromatic meal.

The refined Kangan features delightfully authentic Indian food from the North-West Frontier. A tandoor show kitchen is the restaurant's central feature, allowing you to look on as culinary artists expertly assemble your meal before your eyes. Make Daily Treats your everyday, one-stop shopping destination for delectable gourmet delicatessen items. Take them with you or relax in the cozy deli while you recharge with a hot coffee or specialty beverage. , overlooking the Mula Mutha River, offers a stylish setting in which to relax with friends over handcrafted martinis, alluring wines, specialty coffees and teas, and snacks.

SPA The Westin Pune Koregaon Park has a full-service spa featuring massage/treatment rooms, facials, body treatments, and beauty services. Body treatments Facial treatments Features; Activities Renew your
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totalhealthand wellness at The Westin Pune Koregaon Park. Our beautiful outdoor infinity pool creates an exciting visual impact, not to mention a refreshing place for exercise or utter relaxation, while our state-of-the-art fitness and health facilities in the Westin WORKOUT®Gym offer an experience of well-being and serenity for all our guests.

Our Heavenly Spa by Westin? helps the body shed fatigue andstressto encourage balance, repose, and wellness. Clear your mind. Free your senses. The hotel presents a multilingual staff committed to offering a unique blend of personal and instinctive service. Our Business Centre provides services 24 hours a day to ease executives' worries and help complete tasks efficiently and successfully. Elemental amenities and personal touches such as parking and a gift shop help make your stay convenient and comfortable. We welcome families, and will pay special attention to your needs.

The Westin Kids Club® is a program that provides for children's safety and security as well as providing conveniences designed to make your overnight and dining experiences more enjoyable for both parents and children Hotel Features Concierge Desk Our concierge is here to make your stay as enjoyable as possible. If you have questions or need local area information, tourist information, dining suggestions, tickets or reservations, simplyask? our multilingual staff stands ready to assist. Westin Executive Club Lounge

Club floor guests enjoy exclusive access to the upscale Executive Club Lounge, offering all-day tea and coffee service, continental breakfast, evening cocktails and snacks. Subject to availability, a private meeting room is an ideal gathering spot. Outdoor Pool A refreshing view of the Mula Mutha River from our expansive infinity pool with cascading waterfall makes this a <https://assignbuster.com/westin-pune/>

sublime setting for relaxing in the sun. Accessible to all resident and Westin Club guests. Food and beverage service offered. Poona Club Golf Course This 18-hole course, located in the city centre just 10 minutes away from the hotel, is managed by the Poona Club.

This beautiful course has no green fee for hotel guests. Transportation from the hotel is available for a nominal charge. Westin WORKOUT® Gym Our gym is operational around the clock with the latest equipment from Star Trac®. Free weights, lat pull down, dumbbells, treadmills, and other weight and cardio equipment make this an ideal place to raise your heart rate and enjoy the process. Westin Kids Club® A value to both children and parents, Westin Kids Club® is a unique program that takes care of your children while you are busy, while also providing a fun learning opportunity and enhancing their talents. Business Centre

Our full service Business Centre is designed to accommodate the busy lifestyles and minute-by-minute demands on our guests. Heavenly Spa by Westin Experience a unique urban sanctuary where East meets west. We will provide you the best spa experience possible through quality products and services. Indulge yourself with our innovative and luxurious treatments for absolute peace and repose. Unwind(SM) Transition from day to night, and renew your state of mind. Here in Pune, you'll enjoy a variety of evening unwind(SM) activities to relax and recharge, from Indian folk dancing to footer flex logy to a lesson in the art of Henna application.

BUSINESS CENTRE Designed to meet the needs of today's business traveler, Westin hotels and resorts provide services and amenities that take productivity to new levels. Experience ease and comfort throughout your <https://assignbuster.com/westin-pune/>

stay with services like wireless internet that can be accessed from guest rooms and the lobby, and high-speed internet access throughout the hotel. Our Business Center offers many of the services required by today's business traveler, including faxing and printing capabilities. Westin Clutter-Free Meetings helps planners and guests stay organized and productive with an open room design and layout and socially conscious amenities.

Streamlined stations provide paper, pens, glasses, water and other thoughtful touches, keeping the main work area uncluttered and organized. ? Green? features such as energy-efficient light bulbs, double-sided meeting pads and water pitchers in lieu of bottled water help eliminate waste and reduce consumption. *Before and after your meetings, you can sharpen your mind and rid your body of stress with thoughtful amenities such as in-room gyms, menus rich in SuperFoodsRx® and luxurious spa services. And once your work is done, reward yourself with a game of golf, a relaxing massage or a glass of wine during Unwind « A Westin Evening

Ritual(SM). You've earned it. SUPER-FOODS Eat, drink and be healthy. One of the ways that Westin has made it easy for guests to maintain a healthy lifestyle is with the introduction of our extensive SuperFoodsRx(TM)* menu. We are the first hotel to offer signature SuperFoodsRx menu with more than 10 delicious options from steel-cut oatmeal and blueberry smoothies to smoked turkey tacos and broccoli and cheddar omelets. These nutrient-rich dishes are available on our in-room dining menu in addition to being offered a la carte and in the breakfast buffet downstairs .

We have teamed with doctors and nutritionists to create a menu that cultivates ? food synergy,? or the pairing of certain foods to increase their

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nutritional value. We pass this knowledge on to you on our menus and buffet fact sheets, which detail all the nutritional benefits of each food and how they work in combination with each other. It's just one of the many ways Westin is committed to your wellness, from the inside out. Meetings ; Weddings Our 1, 470 square meters of meeting space with eight meeting or function rooms will transform your meeting or event into something truly remarkable.

The Westin Pune Koregaon Park's unique blend of personal and instinctive service, custom-designed menus, and the latest meetingstechnologywill provide everything you need formemorable event. Eight flexible meeting or function rooms? including 1, 050 square meters of refined special-event space? guarantees an energized and inspired meeting, conference, wedding or gala social function. All rooms feature the latest in audiovisual technology as well as wireless and High Speed Internet Access. A dedicated meeting and banquet floor houses our Business Centre as well as offering wireless High Speed Internet Access throughout.

With state-of-the-art videoconferencing features and services available in every meeting venue, all events can be tailored to your specific needs. Our wedding specialist is available to help as you begin crafting your perfect day, and our experienced and professional Catering Sales Manager will ensure that each event meets your wishes and is a success Distance from commercial areas | | Airport| 06km| Deccan Gymkhana| 15km| Pune Railway Station| 06km| Shivajinagar| 19km| M. G Road| 09km| Koregaon Park| 1km| Pune University| 20km| HinjewadiPimpri/Chinchwadi| 9km25km| DESIGNATION Position| Name| General Manager| Mr.

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Anurag Bhatnagar| F&B Manager| Mr. Chandan Thakur| Banquet Manager|
 Mr. Murari Prasad| Restaurant Manager| Mr. J. K. Pilli| Front Office Manager|
 Mrs. Sonali Zagade| G. R. E| Mrs. Noorjanha Khan| Executive Chef| Mr.
 Santosh Zori| Executive HousekeeperSales Marketing ManagerH. R
 ManagerTraining Manager| Mr. ZulfikarMrs. Megha MathurMr. Jagdeep
 ShettyMr. Sanjay Kumar| FOOD & BEVERAGE SERVICES: INTRODUCTION

Hotels have two branches of hospitality ± the accommodation operations -
 service & the other one is food & beverage department . Various
 subdivision of F & B service department is: Restaurants

Room service Banquet Bar Pastry shopCoffee shopCafeteria RESTAURANT-
 Restaurant is a commercial establishment committed to the sale of food &
 beverage. A restaurant may be a licensed part of a hotel operations, where
 by the sale of restaurant contribute to the sales performance of the hotel as
 a whole. Restaurant may be I independent business entities under individual
 ownership &management.. Basically restaurants provide table & chairs for
 people to sit & eat food prepared by an attached kitchen. ROOM SERVICE
 The room service department is responsible for service of food & beverage in
 guest room.

It is a 24hrs facility provided to the guests of the hotel. The different
 types of restaurants in THE WESTIN are Daily Treats With freshly-baked
 breads, pastries and cakes and a delectable sandwich bar plus an enviable
 collection of cookbooks, innovative lifestyle products, and eclectic food and
 beverage events, Daily Treats is an everyday stop on your schedule. Cuisine:
 Deli Dress Code: Casual Hours: 8: 00 AM - 10: 00 PM Atmosphere: Coffee &

Conversations Setting: Casual Kangan Our stylish Indian restaurant serving delectable North-West frontier and Hyderabad cuisine.

An open tan door kitchen adds a dramatic element to the venue. Authentic flavors are given contemporary presentation in this unique family-style eatery. Cuisine: Indian Dress Code: Casual Sophistication Hours: 6: 30 PM - 12: 00 AM Atmosphere: Elegant Setting: Indoor[(#)]This modern, cozy and stylish lounge allows guests meet and mix with a scenic view of the river.[(#)]boasts the best selection of wines, vodkas and whiskies around. Up-front and personable, the bartenders are here to serve and entertain. Cuisine: International Dress Code: Casual Hours: 5: 00 PM - 1: 00 AM Atmosphere: Warm and Casual

Setting: Indoor Prego: People, passion, pleasure: this enjoyable eatery offers a lively atmosphere for tasty pizzas, regional pastas, and hearty and creative Italian food trends. The perfect setting to enjoy an authentic Italian meal with a healthy dash of fun! Cuisine: Italian Dress Code: Casual Hours: Tuesday - Sunday 12: 30 PM - 3: 30 PM, 6: 30 PM - 12: 00 AM; Atmosphere: Casual Setting: Informal Seasonal Tastes An interactive dining destination serving a contemporary buffet of Asian and international cuisines highlighting the fresh and in season, Seasonal Tastes is open for breakfast, lunch and dinner.

We also offer of an irresistible a la carte menu. Cuisine: International Dress Code: Casual Hours: 24 Hours Atmosphere: Casual Q-bar - Chill out and relax in this hip and intimate Latin American club. Featuring signature cocktails and an extensive collection of premium vodkas, whiskeys and wines, plus intriguing small-plate tapas. DJs and livemusicadd to the festive atmosphere.

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Dress Code: Closed-Toe Shoes Required Parking: Valet Parking available at the Main Porch and Banquet Lobby Atmosphere: Vibrant Setting: Hip & Classy FRONT-OFFICE INTRODUCTION

The front office may be regarded as the show window of the hotel and hence must be well designed in the first place and maintained in a well organized and orderly manner. Regardless of how the hotel is organized the front office is always an essential focal point . Front office is the name Given to all offices situated in the front of the house, that is, the lobby, such offices where the guest is received, provided information, his luggage is handled, his accounts are settled at departure, and his problems, complaints and suggestion are looked after.

The front desk is the link between the guest and the co-ordination of all guest services. It serves as a main channel of both waycommunicationi. e. from hotel to guest and guest to the hotel . hotel terminology includes terms such as front of the house and back-of-the house this front of the-house term includes those portion of the hotel with which the guest comes in direct contact during his period of occupation , such as building exterior, lobby front desk , guest room , function rooms , etc. the back of-the-house areas are those with which the guest generally do not come in contact such as the pay roll , accounting department , food preparation centre , repairs and maintenance and laundry , etc . The front office is the main controlling centre of all guest services, and also co-ordinate as the back office functions with these services Reservation The reservation section is very important section of front office as this section deals with the important of booking rooms for the free individual traveler guest as well as group.

Reception or reservation: The reception department is one of the most important of the front office as this of the sections remains indirect contact with guest right from the time their arrival till their time of departure.

Cash: The cash section maintains the various accounts of the guests during their stay at the hotel. It also insures that the various account of the guest accurate and complete regularly by process of night. Bell desk: Bell desk staff with who the guest are in contact the moment entire lobby of the hotel. The bell boy helps the guest in transporting their luggage to their respective rooms. Telephone Exchange: This department performs the important job of directing the various incoming as well as outgoing telephone calls of the hotel.

They also compile the bill of the guest incurring various STDs and ISDs call charge and provide wake-up calls to the guest. Information: The information section plays an important role in providing valuable information to guests regarding the hotel, city and the country at large. Booking reservation: All front office and reservations personnel will alt facilities, packages, special sand corporate programmer to effectively sell accommodations and properly record reservations. * Reservations will be accepted by front office or reservations staff 24 hrs per day.

All personnel are to be comfortable using suggestive selling techniques. * The information must be neat, accurate and complete. * Dates requested must be available. * A complete reservation includes: * First name, middle initial, last name * Complete address * Telephone number * Arrival date * Arrival time * Departure date * Number of persons GROUP BOOKING: * The front offices will co- ordinate the booking of group rooms with the hotel sales.

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* Group room blocks will be recorded on charts to maintain room inventory. Accurate and complete group information will provide by the hotel sales to the front office on the monthly group booking chart. * Group booking confirmation & all group correspondence will be kept on file by arrival date. * Provision will be made to ensure that all details of the booking agreement are carried out as arranged. Preconvention and all group correspondence will be kept on file by arrival date. * The reservation manager will review rooms blocks vs. pick ups daily within the reservation system to maintain room s inventory. Business lost due to all space being held by groups should be reported to the hotel Sales immediately. * All Reservations and front office personne4 will be providing complete information regarding booking

TELEPHONES The telephone operator handles both in-house & outside calls & transfers them wherever needed. She is completely in-charged & responsible. Her shift timing is from 10. 00am to 7. 00 pm. In her absence she forwards the calls to the reception& the receptionists on duty look after the calls.

Instruments Used

1. EPBX (electronic private branch of exchange)
2. Computer . Printer
4. Xerox machine
5. Fax machine

Registers maintained:

1. STD/ISD call register
2. Wake up call register

Concierge (Bell desk)

Functions

1. Postage
2. Message
3. Check in (carry luggage)
4. Check out (carry luggage)
5. Provide newspaper
6. Provide stretcher, wheel chair if required
7. Assisting guests
8. Purchasing items required by the guests from outside

Note; Newspaper is complimentary; If guest requires some medicines from outside then they charged.

HOUSEKEEPING: INTRODUCTION

Housekeeping is the most important department in a hotel, as people want to stay in a clean hotel.

It is the biggest physical area in many hotels. Housekeeping is responsible for maintenance of a clean, pleasant and orderly environment. The housekeeping department is the nerve center of the hotel. It is responsible for cleanliness, maintenance and aesthetic upkeep of the hotel. It takes a well organized approach and technical understanding to enable housekeeping to cope with the volume of work. Housekeeping standards have a direct bearing on forming an everlasting impression and impact in the mind of the guest. A clean hotel is the foremost requirement of every visitor putting up the hotel. Standard cleanliness is the basic responsibility of the housekeeping department. Repeat clientele and generation of maximum revenue depends upon the efficient and smooth running of the housekeeping operation. To have such efficiency, there should be a proper network, so that maximum service can be provided to the guest and for this, each one should put in one's best efforts.

STAFFING * One floor supervisor, one public area supervisor, one line room supervisor, mini-bar supervisor & one desk attendant reports in the morning. * 18 Room boys & 12 public area boys come in the morning shift. Executive House Keeper comes for the general shift. The desk attendant supervisor or any other supervisor is supposed to take note of the expected arrivals, expected departure, V. I. P. arrivals for the hotel promotions, group check-ins / check-outs, guest comments & feedback, special in-house guest, special requests if any, complaints, & any relevant inter office correspondence & mentions the same on the white board displayed. The desk attendant supervisor or any other supervisor is supposed to take note of the expected arrivals, expected departure, V. I. P. arrivals for the hotel

promotions, group check-ins / check-outs, guest comments & feedback, special in-house guest, special requests if any, complaints, & any relevant inter office correspondence & mentions the same on the white board displayed. MINI BAR * Objective Effective & quick system of refilling room upon consumption/check-outs & controlled replenishments. * Location - 2nd floor * No. of mini bars -277 * Staff strength - 03

MINI BAR SETUP

1. Kenly packaged drinking water (1 lt.) 05
2. Cola (300ml) 02
3. Lemon (Sprite-300ml) 02
4. Orange (Fanta-300ml) 02
5. Pint Beer (Foster-330ml) 02
6. Salted Wafers (40g-basket) 01
7. Roasted Almond (30g) 01
8. Kitchen chocolate 01
9. Snickers chocolate 02
10. Creamers 04
11. Absolute vodka (90ml) 02
12. Black dog Whisky (90ml) 02

The supervisor in charge of mini bar looks after this section in the housekeeping department with the assistance of another room boy. The consumption is checked in the morning & note. This is charged daily to the guest through the reception. Then depending on the consumption the mini bar is refilled . A mini consumption register is maintained which contains the consumption of every room day wise along with the bill numbers.

The closing stock of the mini bar is also mentioned daily

Cleaning Equipment

- * Vacuum cleaner
- * Mopping trolley
- * Mechanical Brush for porch cleaning

Cleaning Agents

1. R3 Bathroom cleaner
2. R6 W. C.
3. R4 Room Freshener
4. R2 All Purpose
5. R5 Wooden Surface
6. R6 All Purposes
7. Helios Bathroom Fixtures
8. Spotter Carpet spotting
9. Lemon zee Hard stain
10. Behold Wooden Furniture

UNIFORM ROOM: The hotel has a separate uniform room for the staff, situated at the basement level. Each staff is

issued with three pairs of uniforms. Each staff has a number which is monogrammed on the uniform for easier identification.

Manager supervisors have their names written Laundry: THE WESTIN does not have its own in-house Laundry. Linen, uniforms & guests laundry are given on contract basis outside the premises. There are separate contractors for guest's laundry & linen & a separate contractor for staff uniforms. The laundry taken is written own and a returnable gate pass is made. On bringing the laundry this pass is show & the items are counted . The discrepancy is taken note of. Guest laundry is given in a laundry bag with the particular room number written on it.

They are received in a similar way too. Thereafter the room boys return the laundry to the guests; after they are charged, while servicing the : In seasons hotel have off premises laundry which is given on contract basis the laundering of both guest and hotel linen is done on contract by an external laundry . All the linen is collected in the linen room from where it is dispersed to the laundry for washing the guest and hotel linen is done on contract by an external laundry. All the linen is collected in the linen room from where it is dispersed to the laundry for washing room.

FOOD PRODUCTION: INTRODUCTION Room sales & food sales of the hotels revenue are earned by the service outlets, the food production departments hand is more important as it determines the sales volume. So it is often said Food is The Life of the Hotel The main kitchen is planned in such a way to have an easy accessibility to all the service outlets & important areas. The kitchen is divided into section with skilled employees working in it. The <https://assignbuster.com/westin-pune/>

stewarding area is attached to the main kitchen The kitchen for the staff is separate & is not related to the main kitchen.

The raw material is picked up from the main store. Hotels are justly proud of their reputation for fine cuisine and elegant dining. Food production is an integral part of the service of the hotel. When the guest arrives at the hotel he not only expects a comfortable and relax stay, but he also expects good food of the highest possible standards. Especially In today times with growing competition it very essential that the hotel tries to provides as many food outlets to the guest serving various kinds of quality cuisines. 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 of ancients. The great wealth of knowledge and the most of the secrets are available easily today with its formula. There are principle, procedures and techniques in the food production as they are in other filed As the simple as sounds . It refers to any service rendered to gratify basic human needs of hunger and joy of eating and drinking for physiological satisfaction. Cookery is define as a chemical process, the mixing of ingredients, the application and with drawl of it decision making, technical knowledge and manipulating skill.

In the more advance stages further element occurs that the creativity. Cookery is considered to be both and art and a technology. THE KITCHEN SUBDIVISIONS In the hotel, they use the decentralized system of kitchen functioning though in some places centralized system is used. The main section the food production departments THEWESTIN Hotel are: MAIN KITCHEN This section of kitchen is divided into three subsections. Soup

section Hot Range (Continental) Indian GARDEMANGER This section deals with the cold meat and food the department.

It serves to all the outlets of the hotel such as butler's pantry, room service, coffee shop, lan Rochelle, other section of the kitchen, etc. BAKERY This is the section of the kitchen working continuously and producing high quality cakes, Pastries, desserts, bread rolls, etc. BUTCHERY Butchery in hotel terminology is also called meat fabrications as it is involved in changing the form of meat, poultry, and fish etc form unclean large chunks to clean and appropriate sizes as required for various purposes. SPECIALTY KITCHEN These are the kitchen solely working for the restaurant they are attached These kitchen are producing only the typed of cuisines by the restaurant. The kitchen work on break shift basis except for the North West frontier cuisine kitchen as it involves a great deal of cooking over a long period of time. BANQUET KITCHEN Specially meant for banquet functions Food Hygiene, Health and Safety Introduction This module makes an important contribution to the supervisory aspects of food hygiene and safety. Supervisors with food safety and health and safety responsibilities need to ensure that all staff operate in a safe, hygienic and efficient manner.

The overall aims of this module are to ensure students are familiar with key aspects of current legislation, good practice and health, safety and food safety issues. Food hygiene is a broad term used to describe the preservation and preparation of foods in a manner that ensures the food is safe for human consumption. This process of kitchen safety includes proper storage of food items prior to use, maintaining a clean environment

when preparing the food, and making sure that all serving dishes are clean and free of bacteria that could lead to some type of contamination.

The food storage aspect of food hygiene is focused on maintaining the quality of the food, so that it will be fresh when used in different recipes. With dry goods, proper food hygiene calls for placing items such as sugar or flour in airtight containers that are clean and dry. The containers are then placed into a pantry or reside on a kitchen counter where they are relatively safe from humidity and extreme temperatures. In like manner, meats must be stored properly as part of proper food hygiene.

Many people choose to use containers especially designed for use in a freezer in order to preserve raw meats for later use. Freezing helps to slow the process of decay, thus minimizing the chances for food poisoning when the meat is used at a later date. Food sanitation also extends to keeping the preparation area clean and relatively germ-free. Mixing bowls, spoons, paring knives and any other tools used in the kitchen should be washed thoroughly before use. Kitchen countertops and cutting boards should also be cleaned and sterilized from time to time.

Keeping a sanitary workplace will also cut down on the chances of some type of food borne illness from developing when people consume the prepared food CONCLUSION THE WESTIN is among the abode in the financial capital of the country. While training at THE WESTIN it has been an honor being trained there the staff was so supportive to pave me a successful training and took out my hesitant attitude out of me and learning ability enhanced for people their they are an honor in them selves. When 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 this is an absolutely fabulous part of the curriculum and perhaps will remain the most memorable one. Needless to say that this experience was highly enriching and educating one as I went on from one department to another and meet & got the opportunity to train under several highly respected senior professional learned that every individual is different & that everyone has something unique to offer . I learnt that every job has its nuances and its value and that no job is scarier to the other I learn that one needs to constantly improved & improvise.

I learnt that is just the beginning of long road ahead full of challenges. But I know that will be able to run along because I have my foundation firmly built in. It is here that I got the opportunity to continuously introspect and improve use budding professional & 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 helped in several different ways thus I will go along way facilitating the commencement of wonderful journey.