

**CHAPTER I**  
**INTRODUCTION**

## **INTRODUCTION TO THE INDIAN TOURISM INDUSTRY**

Tourism is the basic and most desirable human activity describing the praise and encouragement of all people and government.

Hotel industry is an essential part of tourism. The expansion of tourism is well inevitable bringing out development of the hotel industry. Hotel industry is closely linked with the tourism industry that it is responsible for about 50% of the Foreign exchange earning from tourism trade and enterprises. The rising volume of tourism influx brought into light, the shortage of hotels in important tourists Centers, keeping in view the changing standards in the international hotel keeping. The Indian industry has to make a number of improvements. It is not enough to have adequate hotel accommodations, it is equally necessary to have at various levels, low priced, moderately priced, high priced, and a few luxury hotels.

Hotels may be categorized depending upon factors such as

1. Location
2. Categorization according to plan
3. Categorization according to number of rooms
4. Categorization by type of clientele

5. Categorization by length of stay of guest
6. Categorization by the facilities the hotel offers.

The devaluation of the Asian currencies, the Kargil issue, the attack on the twin towers on September 11 2002 and the parliamentary elections had affected growth in the tourism industry. The situation is gradually moving back to normal with the tourist arrival figure marginally increasing from 2.3million in 1997 to 2.5million in2003. The industry is growing at a rate of 9% with the political and economic stability being more clearly visible, both tourist as well as business arrivals are likely to gather momentum in the remaining part of the year.

The Indian hotel business focuses largely on foreign tourists with only 30% of the business coming from the domestic business and the leisure travelers. The tourist arrivals in India are seasonal in nature, with the best season being from September to December followed by a steep fall till May. The period June to September gains momentum again. Once the monsoons are over. The slack season is generally used for renovation work and the period is characterized by discounts to attract clients. High capital expenditure acts as an entry barrier in the industry with the availability of prime land at economically viable rates being a major constraint. The gestation period is long and break even normally takes five to eight years to happen. Due to this the established players like Indian hotels, EIH, etc., have an advantage over foreign majors as they already have good establishments at prime locations.

The world-renowned Kempinski hotels manage HLV. The company pays Kempinski a management fee, which is approximately equal to 3% of the room revenues, Kempinski's strong Brand image and the strategic location of the Mumbai hotel have made the Leela Mumbai one of the most expensive hotels in the country. Competitive pressure is likely to pull down margins. Bombay is expected to witness an addition of more than 2000 rooms over the next 2-3 years near the Sahar airport where the company has its hotel. There is significant over capacity in Goa too. The result of all this would be a fall in average rooms tariff, which will pull down the company's overall margins. Earnings growth will remain depressed because of a higher incidence of interest and depreciation cost after the completion of Bangalore, Udaipur hotels and the expansion of Mumbai hotel.

India was late to wake up to the potential of tourism as an industry that is not just an earner of previous foreign exchange but also one that could generate a lot of employment through horizontal and vertical linkages, the importance and significance of tourism could be understood from the observation of UNESCO which says that "tourism is a traditional instrument which enables culture to be rehabilitated and made known to the rest of the world" It is said it is a smokeless industry and has become second to the petroleum industry in world trade.

This great importance was formally acknowledged when the XXI U.N. General assembly designated 1967 as international tourist year with a unanimous resolution recognizing that "tourism is a basic and most desirable activity deserving the praise and encouragement of all peoples and government".

Tourism has great educational significance. Contact between people of different races and nationalities widens ones outlook. Tourism, whether domestic or international has common economic significance in the sense that money earned in places visited of which large sums were transferred to the host economies where this money provided a source of income, a means of livelihood and amenities for the resident population. Purchasing power is generated in the receiving areas through the expenditure of visitors, Money received is spent and resent and through this multiplier process the host country is a beneficiary.

International tourism is of great importance in international trade in the sense that it enters into the balance of payments of accounts of individual countries generating tourist traffic and export for countries receiving tourist traffic. For many countries it is a major item in world trade. These countries exhibit faster growth in tourism than in trade of goods.

### **DOMESTIC AND INTERNATIONAL TOURISM**

Usually, a distinction is drawn between domestic or internal and foreign or international tourism. In domestic tourism people travel outside their normal domicile to other areas within the country. Barriers like languages, currency and documentation are not observed domestic tourism. But in India, since different states have different languages, ones own language may not serve a medium of communication. Domestic tourism has no balance of payment implications

When people travel to a country other than which they normally live in is known as international tourism, the distinction between domestic and international tourism is now diminishing. The reasons being:.

- Language barriers are reduced by improving language skills
- Currency and customs unions are developing in many European countries.
- With globalization the free movement of people is growing.

Considering the greater multiplier effect in domestic tourism, domestic tourism has received greater emphasis in India.

Reliable data on the growth of domestic tourist's traffic are not available as extensive survey has not been conducted on a national level by any agency, government or otherwise though an executive survey is considered impossible.

Domestic tourism if considered separate from the travel for religious and commercial purpose is a post-independence phenomenon. Industrial growth, improvement in the standard of living, rise in disposable income and most importantly the improvement of tourist infrastructure such as hotels, air, train and road transport has contributed to the impressive growth in tourist traffic.

The definition of a domestic tourist is a person who travels within the country from his place of residence and stays at hotels or other accommodations establishments run on commercial basis or in dharmashalas, sarais, chaultries etc, for duration of not less than 24 hours.

The factors that govern the magnitude of domestic tourist traffic are the religious and cultural importance of a place, the extent of manufacturing, business and trading activity, the climatic conditions, the infrastructure facilities available and the geographical location etc. The current rough estimate of domestic tourism in India is ten million a year.

### **TOURISM PLANNING IN INDIA**

The outlay for tourism development was Rs. 8 crore in the third plan Rs. 186.46 crores in the sixth plan and Rs. 326.16 crores in the seventh plan. It was during the sixth plan that a tourism policy was formulated and presented before the parliament.

The seventh plan (1998-1990) set a target of 1.5-million tourist arrival by 1990 and 3 million by 2000 AD. It also recommended according industry status to tourism in order to encourage private sector investment in tourism. It was also recommended that public sector would focus on basic infrastructure development, and the private sector would be encouraged to develop tourism. For the first time domestic tourism was sought to be encouraged for promotion of social and cultural cohesion and employment generation. The National committee on tourism presented a comprehensive report in 1988, which provided the basis of a long-term perspective plan for tourism in the country.

The committee set a growth rate of 7% per annum for international tourist arrivals by 2000 AD

Recommendation also included the following.

1. Establish a national tourism board for formulating policies, preparing perspective plans and coordinating tourism projects and schemas.
2. Set a tourism finance cooperation to extend financial assistance for tourism project.
3. Developments of select tourist destination and circuits' diversification of tourism arrival of cultural destination to the leisure and holiday tourist.
4. Markets, exploration and development of new tourism generating center.
5. Increase the hotel accommodation by cent % by stimulation investment through appropriate package of incentives.

The committees major recommendations expect that of setting up a national tourism board where accepted. In April 1989, the tourism finance cooperation of India was set up. A working group of the state tourism secretaries in July 1985 identified incentives for the industry. About 14 states and 3 union territories have declared tourism as an industry however, despite the efforts during the seventh plan for diversification of tourists for cultural destinations to the leisure and holiday destination, India still remains as a cultural destination. Budget outlays were diverted towards facilitating trekking; development of beach resorts, building shopping plazas, wildlife tourism, facilities for conference, skiing, etc. It is reported that the profile of the average overseas and domestic traveler is changing.



In the current plan period as well one of the principal thrust areas would be modification of the Indian tourism product by adding the concept of India as an adventure and leisure tourist destination to the present cultural tag. Trekking, winter, water sports, wild life and health tourism will remain as the major thrust areas in the forth-coming areas also.

## **INTRODUCTION TO THE HOTEL INDUSTRY**

*A HOTEL MAY BE DEFINED AS PER THE BRITISH LAW* as “ Place where a bonafide traveler can receive food and shelter provided he is in a position to pay for it and is in a fit condition to be received”.

### **ORIGIN OF HOTEL INDUSTRY:**

The concept of hotels is rather old. It takes back to 6<sup>th</sup> century. B.C where ventures of husbands and wives of that age introduced the concept of hotels on a small-scale basis. These units were called ‘inn’. Here the wife and the daughter looked after the food and entertainment of the guest while the husbands did the financial and running

about jobs. Huge hall was provided to the traveler where he could make his own bed and rest.

Inns prevailed for a few hundred years. The change in this industry began to occur when industrial revolution took place in England and gave birth to new ideas, in the advent of Inn keeping, More so the development in means of communication systems gave this industry a boost. Starting with the invention of steams engines and ships to the railways and the airways.

People began to feel the need to travel and have a better social life. Clientele from Business trips and political trips was also on an increase. These causes increased the need and demand of hotels. The lead in hotel keeping was taken by the emerging nations of Europe, especially Switzerland. The birth of the hotel industry actually took place in

England. The first hotel was built in 1794, in New York, and was called the City Hotel. This lead to specialization in the hotel section and some of the finest hotels were built in this era. In the 20<sup>th</sup> century this industry rose to incredible highs and led to the establishment of some of the world's finest chains of hotels. The pioneer in popularizing the hotel operation was Mr.E.M. Statler.This industry has also seen times of depression, especially during the 1930's it was believed that the hotel industry would never recover. Once World War II broke out, it brought about a tremendous upsurge in the hotel industry.

## **THE HISTORY AND DEVELOPMENT OF THE INDIAN HOTEL INDUSTRY**

Though India is a late comer in the modern tourism and hotel industry, the concept of travel and halting facilities on the way is not all together a new idea for Indians. Even in the 16<sup>th</sup> and 17 centuries there existed innumerable number of dharmashalas, sarais (inns) and taverns in India.

The credit for introducing modern hotels in India goes to the British. They launched hotel projects in India for their own use, until about 80 to 90 years ago, except the Taj Mahal in Bombay. Residential hotels of the western type are of recent origin in India. Pallonjee Pertonjee opened the British hotel; the first western type hotel in 1840 in Bombay, the twentieth century saw several development in the Indian Hotel Industry. Several enterprising Entrepreneurs entered the field.

### **SOME OF THE LEADING 5 STAR HOTEL IN INDIA**

- Taj Group of Hotels
- The Ritz Chain
- The Oberoi Group of Hotels
- U.P. Hotels and Restaurants LTD

- Palace Hotels
- Air India and the Hotel Cooperation of India
- ITC Group
- Holiday Inn (Franchise)
- Hyatt Regency
- Marriott's Group Hotels
- Leela Group Hotel and Palaces.
- Indian Hotels Limited.

INTRODUCTION TO THE  
LEELA GROUP OF HOTELS

The man is Capt. C.P.Krishnan Nair, the patriarch of the Indian hospitality sector and Chairman of the Rs. 450 crore Leela Group of Hotel

At seven, he rode a bullock cart to attend the Dusshera festivities in Mysore and was so awestruck by the opulent magnificence of the palace that he vowed that one day he would build something as beautiful. The wait lasted 70 years before he could realize his dream. When it came to christening the new hotel, the freedom fighter in Capt. Nair dug his heel in. "No way," he told his Kempinski partners. "It would be named Leela Palace," after his wife of 65 years. "Why should an Indian hotel be called Hyatt or Regency? Why can't we learn to take pride in our work when we are second to none?" he says unequivocally.

He should know, for every stone, every mural at Leela Palace, Bangalore is a labour of love, even if it meant importing shipments of soft pink marble from the Philippines or the exquisite grey onyx from Turkey for the luxuriously-fitted baths in each room, making the hotel figure in the Forbes list of eight 'Best New Business Hotels of 2001'. The going was tough, but occupancy today has crossed the 80% mark. A recipient of several national and international awards --- the Pride of India Gold Award, the Glory of India International Award and the United National Environments Programme Award in 1999 for commitment to 'green tourism', Capt. Nair owes his phenomenal success "To Leela, She is the guiding light of my life."

The story of Capt. C.P.Krishnan Nair, Chairman, The Leela Group of Hotels is an example of a man who climbed the ladder of life, rung by rung, and made it to the

top with his ingenuity. Born in 1923 at Cannanore, North malabar-Kerla, Capt. C.P.Krishnan Nair received his early education at the local Raja's High School and Govt. Muslim College, Madras. During 1940-42, he had a brief stint as a freedom fighter and later on as a Civilian Officer for two years. He resigned from his job in the Army to work for the familiarization of his native handloom weavers in North Malabar. He took up the cause of handloom Weavers Association and was responsible for the scientific production and modern marketing methods of the handloom cloth. He pioneered the marketing of "Bleeding Madras" and the "Gauz Fabric" which became a fashion run away in the international markets of U.S.A. Europe and Japan in the 60' and 70's. He later set up a unit to produce cotton laces in India with Scottish collaboration. "The Leela lace' is now the premier export house of the country.

Capt C.P. Krishnan Nair built The Leela Mumbai near the International Airport, which has won him many accolades since it's opening. He was the first in India to think in terms of a super luxury beach resort. "The Leela Beach, Goa' which was awarded the "Best Luxury Beach Resort' by Hotel & Food Service Review. The resort underwent a major architectural modification and reopened as "The Leela Palace, Goa' in October 1998.

## **CHRONOLOGY OF THE LEELA GROUP OF HOTELS**

### **1981**

- Incorporated in 1981 to set up and operate 5-star hotels, Hotel Leela Venture entered into a collaboration with Penta Hotels, UK, which was subsequently transferred to Kempinski Hotels, a European chain of 5-star deluxe hotels, owned by Lufthansa, the German airline. The company entered into collaboration agreement with Penta Hotels Ltd (Penta) for a period of 10 years for sales, marketing & technical know-how.
- Penta also agreed to provide full marketing support to the hotel including selling of the hotel by the 3 airline partners of Penta Viz., Lufthansa, Swissair & British Airways.
- 20,02,939 shares to promoters, etc., and 4,27,580 shares without payment in cash to Leela Scottish Lace Pvt. Ltd, in January/February 1985, 20,69,481 shares were issued at par out of which 70,000 shares to NRI promoters for cash and 99,481 shares to C.K.kutty (NRI) without payment in cash were reserved and allotted.
- Out of the remaining 19,00,000 shares, 6,50,000 shares to NRIs on repatriation basis and 38,000 shares to business associates of the Company were reserved and allotted on a preferential basis. The balance of 12,12,000 shares were offered for public subscription during February 1985 (all were taken up)

### **1986**

- The company set up its first 5-star deluxe hotel, Leela Penta, in Bombay in 1986. It was renamed Leela Kempinski in 1988, following the change in its marketing and sales tie-up. It undertook an expansion of its hotel in Bombay by constructing a tower block comprising an additional 172 rooms, including suites, Simultaneously, it also undertook the construction of a new 5-star deluxe resort at Goa, which was part-financed by a rights issue in Sept '91, Consequent to the enhancement of facilities and upgradation of standards, aggregate costs escalated and the financing for the project had to be revised due to which the company came out with a rights NCD's issue with detachable warrants aggregating Rs. 49.09 crores in 1995.
- 45,00,000 rights equity shares issued at par in prop, 1:1 during July/August.

### **1987**

- The hotel de-linked itself with penta & entered into technical, sales and marketing agreement with Kempinski, hotel S-A Switzerland, and a part of the Lufthansa Chains of hotel.
- The Company undertook to set up a 5-star Deluxe Airport Hotel of international standards.
- In view of the large scope for occupancy at the International Airport and in view of the acute shortage of hotel guest room, it was decided to increase the number



of guestrooms from 205 to 282. It was also decided to add a large banquet hall and conference rooms to the facilities.

- The hotel was assigned a 5 star deluxe status during the year, In recognition of this rating, the collaborators, Penta Hotels, Ltd, assigned the technical sales and marketing agreement in favour of Kempinski hotels, S.A Switzerland, both groups being in the Lufthansa system of hotels.
- The Government of India, Department of Tourism conferred the Leela Bombay, the highest honor in the hospitality industry viz, the National Tourism Award for 1997-98 for outstanding performance in the five star deluxe category hotels in India.

### **1988**

- It was proposed to expand the existing capacity by addition of another 192 rooms.
- With effect from 15<sup>th</sup> October, the name of the hotel was changed to “The Leela Kempinski Bombay’ in view of the assignment of the franchise agreement to Kempinski hotels from Penta hotels.
- 28,00,000 No. Of equity shares issued at par to Leela Scottish Lace Ltd., in conversion of their unsecured loans.
- The Leela palace, Goa has started its operation in Sep, 1988 the hotel has been upgraded to a world-class beach resort and has been acclaimed as one of the finest resort in the world.

### 1989

- During August, the Company offered 9,00,000-14% secured redeemable non-convertible debentures of Rs. 100 each on rights basis in the proportion 1:10 equity

shares held. Only 10,429 debentures were taken up. The remaining 8,89,571 debentures devolved on the underwriters.

- These debentures were to be redeemed at a premium of Rs. 5 per debenture in three equal annual installments of Rs. 35 each on the expiry of 7<sup>th</sup>, 8<sup>th</sup> and 9<sup>th</sup> year from the date of allotment of debentures.
- During August, 59,00,000 Rights shares issued at par in prop 1:2 Additional 8,85,000 shares were allotted to retain over subscription. Simultaneously, another 2,95,000 shares were issued to employees but only 500 shares taken up. The balance 2,94,500 shares were allowed to lapse.

### 1991

- In Sept, 92,92,750 rights shares issued at par in prop. 1:2 Additional 13,93,912 shares were allotted to retain over subscription. Another 4,64,630 shares offered at par to employees but only 7,650 shares taken up. Out of the remaining 4,56,980 shares 4,50,000 shares taken up by financial institutions and the balance allowed to lapse.

### **1992**

- The Company proposed to add 43 guestrooms at the Leela Beach, Goa, During the year, the Company concluded negotiations for the construction of a new deluxe all suite hotel consisting of about 200 suites.

### **1993**

- The Company commissioned 60 new rooms at the Leela Beach, Goa and set up a mini golf course of 9 holes.
- The Hotel has opened a spectacular entertainment outlet, viz, Cyclone-The Club.

### **1994**

- The company had issued Warrants to its promoters including friends and associates on preferential basis. On conversion of the said Warrants, on 9<sup>th</sup> November, 30-lakhs equity shares were allotted at a premium of Rs. 128.14 per share.
- A MOU was entered into, with Four Seasons Hotels & Resorts an international chain of hotels to operate the Leela Palace Bombay at Andheri Kurla Road.

### **1995**

- The Company proposed to enter into business of full-fledged moneychangers and allied activities.

### **1996**

- The company allotted 30,00,000 CCP of Rs. 100 each
- The Leela Beach Goa underwent upgradation and refurbishment as per recommendations of Four Season Hotels & Resorts, which would be marketing and operating the resort.
- The Company also initiated steps to set up a '5' star deluxe hotel at Bangalore with Four seasons Hotels & Resorts.
- The Company entered into a management agreement with Four Season Hotels, Canada, for management of Company's hotels and resorts at Mumbai, Goa and Bangalore.
- The Company proposed to change its object clause which, the Company was authorized to carry on the business of power generation and allied activities and dealing in foreign Exchange and to act as money changers.
- 1,00,000-16% CCP of Rs 100 to 29,00,000-17% CCP of Rs 100 issued on private placement basis.

### **1997**

- The Company undertook to set up a beach resort consisting of 300 villas at Goa, Technical services and sales and marketing agreement were signed with Kempinski hotels S.A for the Project.

- Hotel Leela Venture Limited, incorporated in 1981, to set up and operate 5-star hotels, entered into a collaboration with Penta Hotels of UK which was subsequently  
Transferred to Kempinski Hotels, & European chain of 5-star deluxe hotel, owned by Lufthansa, the German airline.
- The company set up its first 5-star deluxe hotel, Leela Penta, in Mumbai in 1986
- Hotel Leela venture had signed a 30-year lease agreement with AAI in February 1996 for 11,000 Sq Mtrs of land for expansion of its hotel by 150 rooms.
- HLV will be setting up hotels in the five star deluxe categories at Bangalore, Delhi Mumbai and Goa.
- The company has also set up a subsidiary company, Leela Hotels Ltd., which will promote two Greenfield projects.

### **1998**

- Investment Information and Credit Rating Agency (ICRA) has placed the non-convertible debenture and fixed deposit programmes of Hotel Leela venture Ltd., under rating watch.
- The company's Rs. 49.1-crore fixed deposit (FD) programme with a current rating of MAA minus has also suffered the same fate.

### **1999**

- The five star hotel project has been undertaken by the 100 per cent subsidiary of Leela Hotels Ltd., (LHL) on a controversial plot the same plot was allotted earlier to MS Shoes East Ltd.,
- Leela Hotels Ltd., a subsidiary of Hotel Leelaventure Ltd., was awarded an interim relief the Delhi High Court after Leela sought legal redressal.
- Leelaventure is spreading its wings and has set eyes to build a hotel in the scenic backwaters of Kerala.
- The Lease agreement with LSLI makes it paramount for the company to get a commercial complex built on the land with an area of 15,000 square meters.

### **2000**

- The Company has allotted balance 80,47,4000 No. Of equity shares to the promoters of the company viz., Leela Scottish Lace Ltd.,
- The Company appointed a DR.K.U.Mada as the Director and Mr.Venu Krishnan as an Executive Director effective from 29<sup>th</sup> January.
- Mr.M.Narasimhan has resigned as the Director effective from September 20.
- The Company issued 15630000 Equity shares of Rs. 10/- each at a premium of Rs. 21 per share to the promoters of the Company, M/s Leela Scottish Lace Limited on 6<sup>th</sup> April, 2000 on fully paid basis.

### **2001**

- Hotel Leelaventure is setting up a five-star deluxe resort property in the Kannur district of Kerala State. The 100-room property would be developed by its wholly owned subsidiary, vision Hotels, and would be completed by the end of 2001. The 300-room Bangalore five-star hotel had a soft launch on 15<sup>th</sup> July 2001. In the first phase, 77 guestrooms are expected to be in commercial operation from August 2001 and the rest of the rooms with full compliment of facilities are expected to be progressively completed by the end of 2001.
- During the year 2001, the company also formed an arrangement for a joint venture to develop a large commercial complex on the land of Andheri-Kurla road, Mumbai.

## **2002**

- Opening of Amoeba Sports bar
- Opening of Maharaja Suite
- Opening of the Oriental restaurant

## **THE BOARD OF DIRECTORS**

C.P.Krishnan Nair

Chairman

Vivek Nair

Director

Dinesh Nair	Director
Venu Krishnan	Director
R.Venkatachalam	Director
Madhu Nair	Director
PCB Nambiar	Director
Gunter Berendt	Director
Anna Malhotra	Director
Air Vice Marshal H.M.Shahul	Director
Anil Harish R.J.Treasurywala	Director
Dr Lata Singh	Director
K.U.Mada	Director

### **LEELA'S OBJECTIVES**

Hoteliering has gone beyond the status of an industry. It is today an art form. It starts with innovation, continues the search for excellence, and finally celebrates perfection. These are precisely the three pillars on which the Leela Group has built its reputation.

- INNOVATION
- EXCELLENCE
- PERFECTION



They also represent the three faces of modern India, The India which dares to take on the world with its world class technology, its great tradition 'enriched over the centuries and its obsessive desire to be hospitable to travelers from all over the world. But beyond all this is simple fact: they love and enjoy people. It is this that has made them what they are. And to inspire then in the years to come.

## **THE TWENTY FIRST ANNUAL REPORT**

### **OPERATIONS**

The total revenue of the company for the year ended 31<sup>st</sup> March 20023 was 100.57 as against Rs. 136.28 crores for the previous years.

During the year 2001-2002, the total revenue of the Leela Palace Goa was Rs. 23.27 crores (previous year Rs. 28.42 cores) The total revenue of the Leela Mumbai was Rs. 77.30 crores (previous year Rs. 107.86 crores)

The performance of the Company was very adversely affected during the year under review. The September 11 terrorist strike on the USA followed by the Afghan War actually accentuated an already difficult situation, which had been persisting due to global recession. The subsequent terrorist attack on our Parliament on December 13, the scare of plague in January and the communal clashes during February severely impeded the flow of foreign business and leisure traffic to our country. The adverse situation compounded with increase in supply with the opening of new hotels in the vicinity of The Leela Mumbai saw tariff rates plummeting as a result of low occupancy rates and price war.

In this context, the Company implemented various measures to cut costs and economize on its cost of operations. During the year, the Company also carried out further financial debt restructuring measures, which helped to streamline its financial obligations and reduce cost.

## **2. Projects Under Implementation**

The Leela Palace Bangalore that had its soft launch on July 15, 2001 started commercial operation during the first quarter of the year 2002-03 with 127 guestrooms and related facilities. The rest of the rooms and facilities are expected to be operational by September 2002. Thus, the entire hotel will be in full-fledged operations by December 2002.

The Company's property division known as the "Realty Division" has completed two commercial complexes at Mumbai and Bangalore known as The Leela Galleria Mumbai and The Leela Galleria Bangalore. During the year, the Company handed over the completed areas.

The Realty Division has also undertaken a joint venture with HDFC Limited and the Rahejas for development of the land owned by the Company on Andheri-Kurla Road, Mumbai. The Project known as "The Leela Business Park" is under progress and is expected to be completed by December 2003. The proceeds from the disposal of the constructed areas would assist in further reduction of the Company's debt.

### **3. Awards**

1. The Leela Palace Goa for the second consecutive year, won acclaim as “Asia Pacific Leading Resort” by receiving the prestigious Millennium World Travel Award.
2. The Leela Palace Bangalore rightly earned its place of glory by being the first Indian hotel to get rated, by no less than Forbes, as one of the worlds 8 best new business hotels of 2001.
3. LEELA won three PATA Gold Awards under different categories:
4. The Leela Mumbai: for Corporate Environmental programme
5. The Leela Palace Bangalore: for Best Travel Advertising
6. The Leela Palace Goa: for best National Marketing Programme.

### **4. Subsidiaries**

#### **A) Leela Hotels Limited.**

The long-awaited Award in the arbitration with HUDCO was finally announced on June 25,2002. The Company has been entitled to receive the premium paid for the land and the amount paid towards ground rent together with interest thereon.

As the Company could not accomplish the object for which it was formed, the Board of Directors of both the companies has recommended amalgamation of Leela Hotels Limited with Hotel Leelaventure Limited.

B) *Vision Hotels & Resorts Limited (VHRL)*

VHRL a wholly owned subsidiary of your Company is implementing a hotel project with 91 rooms at Udaipur. A part of the civil work has been completed.

C) *Amin Group Hotel Limited (AGHL)*

As part of the Corporate Restructuring Plan to strengthen the financial capability of the Company, the Board of Directors had on February 10,2002 resolved to dispose of the hotel unit situated at Mobor, Cavelossim Village, Saleete, known as The Leela Palace Goa to this subsidiary company as a going concern. The Company has planned to seek the approval of the shareholders by Postal Ballot.

6. *Management Discussion and Analysis*

As required by clause 49 of the Listing Agreement with the Stock Exchange, a Management Discussion and Analysis Report are appended.

A **Directorate**

In accordance with the provisions of the Companies Act, 1956, and the Company's Articles of Association, three of your Directors, namely, Capt.

C.P.Krishnan Nair, Mr. Vijay Amritraj and Mr.P.C.D Nambiar retire by rotation and being eligible offer themselves for re-appointment.

Mrs. Madhu Nair was appointed as an Additional Director by the Board of Directors at its meeting held on September 28,2001, Mrs. Madhu Nair holds office of Directorship till the date of ensuing Annual General Meeting. The Company has received a notice from a shareholder under Section 257 of the Companies Act, 1956 together with the prescribed deposit proposing her appointment on the Board. The Board recommends her appointment.

During the current year Airports of India has nominated Mr.Sudhir Kumar on the Board of your Company in place of Mr.R.J.Treasurywala. The Board wishes to place on record its high appreciation for the significant and valuable services rendered by Mr.R.J.Treasurywala during his tenure.

During the current year, for reasons of health, Dr.Gunter Berendt resigned from the Board. The Board records its deep appreciation for his significant contribution to the development of the Company over the years.

M/s. Picardo & Co. Chartered Accountants, retires and being eligible offer them for re-appointment.

**C Particulars of Employees**

Information in accordance with Sub-section (2A) of Section 217 of the Companies Act, 1956 read with the Companies (particulars of Employees) Rules, 1975, and forming part of the Directors Report for the year ended 31<sup>st</sup> March 2002 is given in the Annexure to the report.

**D Corporate Governance**

As required by Clause 49 of the Listing Agreement, a Report on corporate Governance is appended together with Auditors Certificate of Corporate Governance.

**F Directors Responsibility Statement**

Pursuant to the provision of section 217 (2AA) of the Companies Act, 1956, the Directors hereby confirm that:

- i In the preparation of the annual accounts the applicable accounting standards had been followed along with proper explanation relating to material departure.
- ii The Directors had selected such accounting policies and applied them consistently and made judgements and estimates that are reasonable and prudent so as to give a true and fair view of the state of affairs of the Company as at 31<sup>st</sup> March 2002 and of the profit of the Company for the year ended 31<sup>st</sup> March 2002

iii The Directors had taken proper and sufficient care for the maintenance of adequate accounting records in accordance with the provisions of the Companies Act, 1956 for safeguarding the assets of the Company and for preventing and detecting fraud and other irregularities

iv The Directors had prepared the annual accounts on a going concern basis.

6 **Additional Information** required under the Companies (Disclosure of particulars in the report of Board of Directors) Rules 1988

I **Conservation of Energy**

Energy conservation efforts in the Company are being pursued on a continuous basis. Close monitoring of power consumption is maintained to minimize wastage and facilitate optimum utilization of energy. Regular maintenance and repairs of all the equipment and machinery are carried out to ensure optimum efficiency. The company has installed energy-saving lights and lamps in the public areas and in the guestrooms and also installed energy saving water pumps to reduce power consumption at all its hotels.

The Company has also started generating and using solar power to optimize power consumption. The Company also uses recycled waster water for landscaping for conserving the precious natural resource.

ii **Technology Absorption:**

The Company is in the hospitality industry. Though its activities as such do not involve any technology absorption or expenditure on Research and Development, the Company sets the best possible norms in its business and take all out efforts to adhere to the norms so set.

iii **Foreign Exchange Earnings and Outgo**

During the year, your Company's Foreign Exchange Earnings were Rs. 60.75 crores whereas the outgo was only Rs. 0.90 crores. The Company is thus a net contributor of foreign exchange.

During the year, your Company's Foreign Exchange Earnings were Rs. 60.75 crores whereas the outgo was only Rs. 0.99 crores. The Company is thus a net contributor of foreign exchange.



## **THE LEELA MUMBAI**

Satin lush gardens and sparkling waterfalls, The Leela is an enclave of tranquility in what is perhaps one of the busiest cities in the world. Just 5 min from the international airport, the Leela Mumbai features 423 rooms, apart from 5 meeting rooms, a grand ball room that can seat up to 800 guests, 4 specially restaurants state of the art health spa and exclusive night spot.

### **THE ROOMS**

#### **THE PRESIDNETIAL SUITE**

The Presidential Suite with its contemporary European décor offers a luxurious residential ambience. Located on the top floor of the Hotel, the suite commands a beautiful view of the surrounding lush greenery and the swimming pool. It includes two spacious bedrooms, two bathrooms-one with a Jacuzzi, a spacious lounge and dining area with kitchenette and a bar. A dedicated fax and CD/LCD players cater to your communication and entertainment needs. Dedicated DSL Internet Access ports (plug & pay)

The following amenities are included:

- Complimentary pressing one suit or dress per stay

- Complimentary American Breakfast served on either the Fiorella restaurant on the 8<sup>th</sup> floor or in the privacy of your suite.
- Complimentary cocktail with canapés served every night on the 8<sup>th</sup> floor and an additional complimentary drink during happy hours.
- Choice of international and national newspapers delivered to the suite.
- The two privilege Club Lounges on the 8<sup>th</sup> floor are open 24 hours, serving complimentary tea and coffee.
- A private Business Center on the 8<sup>th</sup> floor offering fax, personal computer, photocopying and meeting room facilities, secretarial services and DSL Dish net connection.
- Priority Restaurant and Conference Room reservations
- Extended Check-out until 6.00 p.m. on availability
- Fruit basket, imported chocolates and a bottle of wine in room on arrival
- Two mineral water bottles complimentary per day
- Complimentary reconfirmation of tickets
- Personal valet/Twenty Four hour Butler service
- Complimentary airport-hotel-airport transfers by limousine on receipt of flight details

### **DELUXE SUITE**

Each Deluxe Suite is rendered in a different colour scheme. The ambience is light and airy. The mood is distinctly European. The suites include a lounge, a dining area

and a master bedroom with a dedicated fax, CD/VCD players, Dedicated DSL, Internet Access port (plug & play)

*The following amenities are included.*

- Complimentary pressing on one suit or dress per stay
- Complimentary American Breakfast served in either the Fiorella restaurant on the 8<sup>th</sup> floor or in the privacy of your suite.
- Complimentary cocktail with canapés served every night in the Privilege Club Lounge on the 8<sup>th</sup> Floor and an additional complimentary drink during happy hours.
- Choice of international and national newspapers delivered to the suite.
- The two privilege Club Lounges on the 8<sup>th</sup> floor are open 24 hours, serving complimentary tea and coffee
- A private business center on the 8<sup>th</sup> floor offering fax, personal computer, photocopying and meeting room.
- Facilities
- Priority Restaurant and Conference Room reservations
- Extended check-out until 6.00 p.m. on availability
- Fruit basket, chocolates and a bottle of wine in room on arrival
- Two mineral water bottles complimentary per day
- Complimentary reconfirmation of tickets

- Personal Valet/Twenty Four hour Butler service
- Complimentary airport-airport transfers by limousine on receipt of flight details.

### **EXECUTIVE SUITE**

Executive Suites is ideal for meeting business associates, with a comfortable seating room connected to a bedroom, Situated between the 1-6 floors. Dedicated DSL Internet Access ports (plug & play)

The following amenities are included

- Complimentary pressing of one suit or dress per stay
- Complimentary American Breakfast served in either the Fiorelia restaurant on the 8<sup>th</sup> floor or in the privacy of your own suite.
- Complimentary cocktail with canapés served every night in the privilege Club Lounge on the 8<sup>th</sup> floor and an additional complimentary drink during happy hours.
- Choice of international and national newspapers delivered to the suite.
- The two privilege Club Lunges on the 8<sup>th</sup> floor are open 24 hours, serving complimentary tea and coffee.

- A private business center on the 8<sup>th</sup> floor offering fax, personal computer, photocopying and meeting room facilities.
- Priority Restaurant and Conference Room reservations
- Extended check-out until 6.00 p.m on availability
- Fruit basket, imported chocolates and a bottle of wine in room on arrival
- Two mineral water bottles complimentary per day
- Complimentary reconfirmation of tickets
- Personal valet/Twenty Four hour Butler service
- Complimentary airport-hotel-airport transfers by limousine upon receipt of flight details.

### **PRIVILEGE CLUB**

The privilege Club situated on the 7<sup>th</sup> and 8<sup>th</sup> Floors is designed for the discerning corporate executive. It has an exclusive registration desk, two lounges, a meeting room, one boardroom and a dedicated business center. DSL Internet Access ports (plug & play)

The Privilege Club Rooms are decorated in pleasing shades of purple and peach. Your personal butler attends to your every little need round the clock.

### **Privilege Club Amenities**

- Complimentary pressing of one suit or dress per stay
- Complimentary American Breakfast served in either the Fiorella restaurant<sup>6</sup> on the 8<sup>th</sup> floor or in the privacy of your suite.
- Complimentary cocktail with canapés served every night in the privilege Club Lunge on the 8<sup>th</sup> floor and an additional complimentary drink during happy hours
- Choice of international and national newspapers delivered to the suite.
- The two privilege Club Lunges are open 24 hours serving complimentary tea and coffee
- A private business center offering fax, personal computer, photocopying and meeting room facilities
- Priority business center offering fax, personal computer, photocopying and meeting room facilities
- Priority Restaurant and conference Room reservations
- Extended check-out until 6.00 p.m. on availability
- Fruit basket, imported chocolates and a bottle of wine in room on arrival
- Two mineral water bottles complimentary per day
- Complimentary reconfirmation of tickets
- Personal valet/Twenty Four hour Butler service
- Complimentary airport-hotel-airport transfers by limousine on receipt of flight details

### **DELUXE ROOMS**

The Deluxe Rooms are appointed in pastel shades of burgundy and green and luxurious furnishings, some of them overlooking the lagoon shaped pool and lush tropical gardens. Guests staying in our recently refurbished Deluxe Rooms are provided with special courtesies to add value to their stay.

*The following amenities are included*

- Fruit basket on arrival
- Daily newspapers delivered to the room
- Complimentary transfers from the Domestic and International Airports by air conditioned coach on request
- Two complimentary mineral water bottles in all the rooms
- Use of swimming pool, Gymnasium, Sauna & Steam
- Free entrance to “Cyclone-The Club” & the Entertainment Room
- Complimentary use of the Hotel’s City Coach service
- Happy Hours at the Bonaparte’s’ bar between 5.30 p.m. – 7.30 p.m

**PARLOUR DELUXE ROOMS**

The parlor Deluxe Rooms are 30% larger with two bay windows overlooking the lagoon shaped pool and the lush tropical Leela Gardens.

*The following amenities are included*

- Fruit basket on arrival
- Daily newspapers delivered to the room
- Complimentary transfer from the Domestic & International Airports by air-conditioned coach on request.
- Two complimentary mineral water bottles in all the rooms
- Use of swimming pool, Gymnasium, sauna & Steam
- Free entrance to “Cyclone-The Club” & the Entertainment Room
- Complimentary use of the Hotel’s city Coach Service
- Happy Hours at the Bonaparte’s’ bar between 5.30 p.m-7.30 p.m

### **RESTAURANTS**

- *Waterfall Café*- 24 hr International Cuisine
- *Indian Harvest*-Indian Specialties, Live Music
- *The Great Wall*-Chinese Cuisine
- *Fiorella*-Italian Cuisine (open for dinner only) Orchid Lounge-In the Lobby
- *Piano Music Bonaparte’s Bar*-Live music
- *Cyclone* – Discotheque

### **OTHER AMENITIES**

- Shopping Arcade
- Parking for 150 cars



- Travel agency
- Pastry shop
- Art gallery
- Concierge services
- Limousine and car hire services
- Foreign exchange services
- Post and parcel services
- Same day Laundry services
- Baby sitting
- Florist
- 24 hr In-Room dining
- Daily city coach
- Board rooms & Meeting rooms
- Beauty parlor
- Health Club & Fitness
- Massage service
- Outdoor swimming pool
- Squash Court
- Pool table
- Mini Golf & putting Green
- Business Center

## **THE LEELA GOA**

The Leela Palace Goa is a luxurious retreat for the world-weary traveler, where the holiday accents are on elegance and sophistication. The resort exudes the very essence of Goan hospitality. This exquisite resort spreads over 75 palm-studded acres, grazed with a collection of striking statues. Complemented by charming colonial touches-arched patios, tinkling fountains and waterfalls. Mediterranean-style buildings blend effortlessly into the landscape, providing well-appointed public areas and luxurious oversized guestrooms with elegant furnishings, spacious suites have their own intimate, cool sitting areas. Life here moves at a more leisurely pace-there are miles of silvery sand beaches to be strolled.

### **THE ROOMS**

Set amidst 75 acres of lush gardens and sparkling lagoons are a total of 137 stylish rooms and suites. All rooms are spacious and elegantly furnished with ceiling fans and central air conditioning, equipped with 25" colour TV with satellite channels video cassette players, hi-fi compact disc players sound system and personal safes. In addition each guestroom is built with either a full balcony or a private patio essential for a relaxing breakfast or a romantic candlelight dinner. All rooms have a lagoon view except the royal villas and presidential suite, which face the ocean.

### **PAVILION ROOM**

Elegantly appointed spacious room with balcony overlooking a scenic lagoon. Each pavilion room has its private garden entrance. The interiors reflect Goa's unique spirit, in a harmonious cultural fusion of Portuguese and Indian design elements that complement the regal villa-style architecture. Number of rooms 54.

### **LAGOON SUITES**

These suites offer luxurious living space within the setting of a gracious Portuguese-style villa. All are centrally air-conditioned for added comfort and most feature typically Goan pyramic ceilings with cooling overhead fans. Two overside-marbled bathrooms provide added luxury and convenience. Each features a deep soaking tub, vanity and separate shower. A private terrace overlooking a beautifully landscaped lagoon provides Additional outside living space for each suite. Number of Suites 74

### **LAGOON DELUXE SUITES**

1000 square feet of pure luxury with a private balcony ideal for a relaxing breakfast or candle-lit dinner, overlooking the resorts lagoons and tropical gardens; the setting of a gracious villa. Two oversized marble bathrooms with deep soaking tub, vanity and shower cubicle, Number of Suites; 4.

### **ROYAL VILLA**

The spacious and elegantly appointed Royal Villa offers an unparalleled feeling of style over 1800 Square feet of luxurious accommodation includes a private plunge-pool and terrace, a master bedroom and guest bedroom and guest bedroom each with an suite bathroom and a living and dinning room. The suites overlook the scenic golf course and the magnificent ocean. Attention to detail at the Royal Villa remains unsurpassed?? Spacious Italian marble bathrooms, with double vanity counter, sunken bath, hot Jacuzzi and separate shower stall. Numbers of villas: 4

### **PRESIDENTIAL SUITE**

Overlooking the ocean and the golf course, this 5000 square feet villa offers a unique experience in sheer luxury. The villa boasts of a master bedroom, two adjoining bedrooms, living room, dining room and its own kitchenette with an attached maids room. The oversized marbled bathrooms offers double vanity counter, sunken bath, hot jacuzzi and separate shower stall. A private plunge pool, outdoor Jacuzzi and 3 outdoor garden showers complete the ambience Number of Suites: 1

## **PROPERTY POLICIES**

Check In: 2.00 PM

Check Out: 12:00 PM

**Guarantee Policy:** A credit card is required to book online. Peak seasons may require your card is charged in advance. Reading the rate rules after selecting your rate will indicate if you card will be charged. This information will appear in your email confirmation.

**Cancel Policy:** Subject to the discretion of the hotel, the credit card provided may be charged if the reservation is canceled after the cancellation deadline has passed or if the guest fails to arrive. The cancellation policy will appear after selecting rate rules.

**Rate Disclaimer:** All rates are based upon availability and may change without notice.

**Local Currency:** USD

## **DINING**

The elegant, airy lounge lies under majestic domes within the grandeur of the open-sided Vijayanagara Palace lobby, overlooking beautifully landscaped waterfalls, tropical gardens and lagoons, with an enticing view of the ocean. The Yali Lounge is the perfect place to relax over afternoon tea, cocktails or after dinner drinks while

admiring the rich Indian carpets and ornate antiques hand-picked to create the refined ambiance of ancient India.

### **AQUA**

The resorts new Entertainment Lounge, situated below the lobby level, has a seating capacity of 105, three private lounges, state-of-the art audio visual equipment, various gaming machines and cigar divan, aqua has been designed as a gathering places for the early part of the evening where you can watch your favorite sport event on a big screen right into happy hour and transforms later to a discotheque setting with our resident DJ playing the latest music hits.

### **JAMAVAR**

The resorts signature restaurant situated at the lobby level serves finest Indian cuisine. Jamavar seats 80 diners within a lavish setting enhanced with intricate wooden screens and decorative Jamavar shawls.

### **THE CAFÉ**

A fusion of western, Asian and local specialties are served throughout the day also a sumptuous Breakfast buffet is served daily. Overlooking the free-form pool with its cascading waterfall, three seating options have been created. On the upper level, indoor and outdoor seating is available to take in the sweeping views of the resort.

The relaxed setting of the lower terrace offers casual and convenient dining for those who have been soaking up the sun on the pool deck. In the evenings, a fine selection of Chinese cuisine is also served which completes the varied tone of the dining experiences provided. The café seats 100 guests.

### **RIVERSIDE**

The moonlit water of the river Sal casts its magic to create an al fresco dining experience, as guests savor the many flavors of Italy. A terrace on the water's edge is the ideal setting for dining under the stars while the air-conditioned interior offers dinner guests cool comfort, as they take-in-the picturesque views of the colourful fishing trawlers that line the far side of the river. Riverside seats 46 on the deck and 72 in the main dining area.

### **SUSEGADO (Seasonal)**

The most tasteful “Beach Shack” in Goa Featuring the only beach style restaurant on Mobor beach with exotic cocktails, grilled and tandoor seafood and meats, fresh salads fine service and cool music. Open daily for Lunch from 11.00 is until sunset.

### **OTHER AMENITIES**

- Large, free form swimming pool
- Outside Jacuzzi
- Aromatherapy and Ayurvedic herbal massages at the spa and health club facilities

- 9-hole, par-3 golf course
- A variety of water-sport activities
- Babysitting/child services
- Beach
- Minibar
- Room service
- Shops/commercial services
- Laundry/valet services.
- Bar/Lounge
- Barber/Beauty Shop
- Hairdryers Available
- Restaurant
- Safe Deposit Box

### **SOME OF LEELA GOA'S MOST PRESTIGIOUS AWARDS**

#### **2001**

- Outstanding creativity in brochure design 2001
- Chairman's award-the leading hotels of the world
- Best resort in the Asia pacific the millennium world travel award

#### **2000**



- The Leela palace Goa chosen as a leading resort for Asia pacific the millennium world travel award
- Skal club (body of members from travel and tourism industry) life time achievement award

#### **1999**

- United Nations environment programme (unep) global 500 roll of honour

#### **1998-99**

- The govt. of India award for excellence in the 5-star deluxe category in the western region regional tourism award.

#### **1997-98**

- The Govt of India for excellence in the 5-star deluxe category in th3e western region regional tourism award hotel and food service review based on org-marg survey conducted among business tr4avelleers luxury business hotel of the year foreign business traveler
- Gallivanter's guide, United Kingdom gallivanter's guide award of excellence for the Leela palace, Goa.
- 6<sup>th</sup> world wilderness congress corporate environmental achievement award.

#### **1996-97**

- The Govt of India for excellence in the 5 star deluxe category in the western region regional tourism award

#### **1995-96**

- The government of India for excellence in the 5 star deluxe category in india national tourism award

- Hotel and foodservice review based on org-marg survey conducted among business travelers luxury business hotel of the year foreign business traveler
- Bombay chamber of commerce and industry for improving environment and civic conditions of Bombay BCCI (Bombay chambers civic and industry award)
- The international hotel and restaurant association for creating a garden paradise in the Leela beach, Goa green hotelier award

## **CHAPTER II**

### **OBJECTIVES, METHODOLOGY**

# **SCOPE AND LIMITATIONS**

## **PURPOSE**

To study the entire operations of a modern hotel

## **OBJECTIVITIES**

To study the purpose, role and functions of each department in detail

- To study the system and procedures followed for different activities
- To study the manpower requirements
- To briefly explain the information systems used in various departments

## **METHODOLOGY**

References were taken from books, journals and summer vacation training reports of students, Moreover students actually worked in a hotel and studied the systems and procedures adopted. Practical knowledge gained through industrial training and

assistance of skilled personnel has also aided acquiring data of the respective department.

### **SCOPE AND LIMITATION**

The project specifically deals with the operations of a hotel and hence is calculated, well defined based on facts. However all the departments could not be studied due to lack of time. Hence a lot of the study that should have been based on practical inputs has been based on assumptions and textual sources.

## **CHAPTER III**

### **DESCRIPTION OF THE CITY**

## **INTRODUCTION TO**

## **BANGALORE CITY**

Bangalore is booming and a look at some of its nicknames says why: “India’s Silicon Valley” “Fashion Capital of India,” “The pub city of India,” and on. Home to well over 4 million people, and base for 10,000 industries, Bangalore is India’s fifty largest cities and the fastest growing city in Asia.

The capital of the state of Karnataka, Bangalore is situated halfway between the coasts in southern India. The city was founded in the 16<sup>th</sup> century, and witness’s great southern dynasties like the Kadambas, the Hoysalas and Vijayanagara

emperors. Legend has it that the name Bangalore comes from “boiled beans” (Benda Kaluru), which were served by a humble old lady to a hungry ruler in the 10<sup>th</sup> century.

Surprisingly, despite some adverse environmental impact of industrial development in Bangalore, another of its nicknames is “The Garden City” That’s thanks to many local parks, along with pink cassias, golden acacias, and jacarandas, which bloom throughout the city. Many international visitors come to Bangalore for its excellent schools and universities, such as the Indian Institute of Science. While enjoying the warm weather year-around. Tourists can also use the city as a central base for day trips to other Karnataka attractions And Bangalore does not only produce fine silk and software. “The Fruit Market of the South” is great for grapes, mangoes and guavas.

### **BANGALORE’S HISTORY**

The place mentioned at “Benguluru” in the Ganga record is originally a hamlet, even now called as Halebengaluru near Kodigehalli, not far away from Hebbal. It is said that Kempegowda I, when he built the new capital town in about 1537 called it Bangalore as his mother and wife belonged to the hamlet Bangalore, now called Halebengaluru. In literary works Bangalore is also called Kalyananagara or the “City Auspicious” Though the fort built by Kempegowda then

has totally vanished the spots like the Yelahanka Bagilu (Mysore Bank Square), Halsur Bagilu or Gate (now a police station is named after it; the gate proper even now remains hidden in ruined condition behind the Badami House), Anekal Bagilu, and the Kengeri bagilu or gate (again the name of a police station) etc., are still located together with the Sonde Koppa Bagilu (to the west) Yeshwantpur Gate (near Upparpet police station) and the Kanakanahalli Bagilu (near the Vokkaligara Sangha Building or Sanjay Talkies)

Bijapur conquered the town in 1638, and Shahji Bhosle secured the town and its surroundings as a jahgir in 1638. After 50 years of Maratha rule at Bangalore, the Mughuls conquered Bangalore in 1686. The city was leased to the Mysore ruler who was conquered by the Mughuls in 1686. The Mughuls leased the city to the Mysore ruler Chikkadevaraya in 1689 and Chikkadevaraya expanded the fort to the south and built the Venkataramana temple in this fort area. Haider who secured Bangalore as jahgir in 1759 strengthened this new fort in granite. The British conquered the place in 1799 after defeating Tipu. Bangalore became “ a place of importance” under Haider, says Buchanan, speaking of its trade. The Cantonment area grew as a separate township after the British shifted their troops to the place in 1806. The present Cantonment also consists of many old villages like Halsur (present Ulsoor) Bagepally, Doddakunte, Byadarahalli, Akkithiramanahalli, etc., Of the four towers set up by Kempegowda II to guard the capital city one is at Halsur (a top a rock) the other three being, one near Lal bagh (again a top a rock), the third on the Kempambudhi bank at Gavipura Guttahalli and the last at Vyalikaval on the Bellary road near the Ramanashrama at Domlur on the periphery of the old Cantonment, the

Chokkanatha temple built by the Cholas still remains. The construction of the St.Marks Cathedral was begun in 1808. The Mosque in the Old poor House Street in the Cantonment area was also constructed during this time. The Cantonment area saw the construction of some of the beautiful buildings of the European renaissance style, both churches and secular buildings, mostly government offices during the 19<sup>th</sup> century.

## **FACTS ABOUT BANGALORE**

### **Rainfall**

Bangalore receives the benefit of the Southwest and Northeast monsoons. The average annual rainfall is 87 centimeters. October and November are rainy months but the downpour during these months is only about 17 cms December to March is practically dry.

### **Population**

The increase in population of Bangalore is very rapid since 1955. From 10 Lakhs in 1955, it went up to 20 Lakhs in 1970 and it is estimated to have crossed 55 Lakhs today.

## **CITY ADMINISTRATION**

The administration of the city vests with the corporation of the city of Bangalore, which was constituted under the city of Bangalore Corporation Act LXIX of 1949.



### **Languages Spoken**

The main languages spoken are Kannada 31%, Tamil 27%, Telugu 17% Hindustani/Urdu 15% and other languages 10%.

### **Electricity**

Supply of electricity for industrial use is made at 400 volts, 50 cycles, 3 phase (4 wire system), while of domestic use it is supplied at 230 volts, 50 cycles, single phase.

### **Industries**

Bangalore had made rapid progress in industrial development. There are many large, medium and small-scale industrial concerns in and around Bangalore. Producing a variety of items. The number of electronic equipment manufacturing units has gone up. Singapore Information Technology Investments Private Ltd., Tata Industries and Karnataka Industrial Areas Development Board are jointly developing the information Technology Park at White Field, 16km from Bangalore. The park provides office space and residential apartments. Garments manufacture is another important industry.

Developing in Bangalore. The industrial growth in and around Bangalore has naturally catalyzed the commercial activity.

### **Transport**

The Bangalore Transport service (B.T.S.) buses and a limited number of “Pushpak” special buses ply on different routes intersecting the city. Suburban bus service connects the city with a number of villages and towns situated at short distances from the city. Karnataka State Road Transport Corporation (KSRTC) bus service connects many towns within and outside the state.

A good number of private buses operate from Kalasipalyam Bus Stand near the City Market and also from Dhanvantry Road (Tank Bund Road) near the Bangalore Bus station. The Karnataka

States Tourism Development Corporation, 10/4, Kasturba Road, Bangalore-1 (phone 2212901) conducts tours to places of interest in Karnataka. Several authorized travel agencies also arrange conducted tours and Bangalore sightseeing trips. Taxies and auto rickshaw are available for quick and easy transport within the city.

### **Milk Supply**

Milk supply in Bangalore is supplemented by the Bangalore Dairy, situated on the Hosur Road, through retail selling agencies and automatic milk vending machines installed in most parts of the city. The Federation of Bangalore City and Rural Districts Co-operative Milk Producers Union manage it.

### **Cultural Activities**

Bangalore is an important center for cultural, religious and social activities. Some institutions periodical exhibitions, recitals, drama music and dance performance,

lectures, symposia, and group discussions that entertain and educate. Some of the daily programmes appear “In the City To-day’ in Deccan Herald, Indian Express, The Hindu, The Times of India and some Kannada dailies. Every Friday evening (6.30 P.m) cultural programmes are arranged ‘Yuvanika’ state youth center Nrupthunga Road, Bangalore.

### **Progressive Bangalore**

Bangalore, the fifth largest city in India, has been classified as ‘A’ class city. The growth of the city has been phenomenal in recent years, largely due to unprecedented industrial progress with the establishment of many large, medium and small-scale industries and technical and professional institutions of national importance. The industrial development at Hosur in Tamil Nadu near Bangalore and suburban areas has also contributed to the growth of Bangalore. In order to ease the pressure of traffic around the City Market area.

- a. 2.5-km long flyover at a cost of Rs. 9 crores has been constructed. This flyover will connect the Town Hall (N.R.Circle) with Sirsi Circle on Mysore Road.

### **Sizzling Night Life**

Bangalore is a city, which not only has a large number of cinema halls but also is also famous for its nightlife. It is a city, which has adapted to the changing fashion trends in the world. The numerous pubs and nightclubs can compete with any modern city of America of Europe. The big boom may be over but the young people of the city

still have money to squander over and the nightlife in the city is thriving. The modern shopping malls full of brightly lit shops and showrooms not necessarily invite prospective buyers but are treat for the window shoppers too. Thriving modern business centers, whose gracious garrison town features are being remodeled in the image of India's mail loving middle class. It has been scathingly described as a city in search of a soul.

A night on the town normally kicks off with a bar crawl along Brigade Road, Residency Road and Church street where scores of swish pubs compete with MTV, lasers and thumping sound systems.

Drinking alcohol here does not have the shabby connotations, as is the case elsewhere in India. There is a ban on alcohol sale however, between 2.30 p.m. to 5.30 p.m. imposed in

1993 by the then Chief Minister Verappa Moily to keep off the school children from skipping schools to booze.

### **The Festivals and The Merry Making**

Bangalore is a living city, which celebrates all the festivals and various fairs with great pomp and show, be it a flower show a temple festival or a bull race.

#### **Karaga**

In the months of March and April every year falls the "Shakathi Worship" The "Karaga" procession starts from the Dharmaraja temple of Nagarhpet at 2 o'clock in

the morning after covering a distance of 20 to 25 kms the procession returns to the temple at 6 am.

### **Ulsoor Someswara Festival**

The Ulsoor Someswara Car Festival falls in March/April every year.

### **The Festival of Sriramanavami**

Harikathas, Bhajans and Music performances are arranged in different parts of Bangalore during March/April for the Sriramanavami Festival.

### **Lal Bagh Show**

The Mysore Horticultural Society conducts the Lal Bagh show in January and August and awards prizes for the best exhibits of vegetables, fruits and flowers in the show.

### **Festival of Sri Ganesha**

During August, in various parts of Bangalore is celebrated the Sri Ganesha Festival

### **The Bangalore Race:**

The summer season race commences in the middle of May and ends in July. The winter season race starts in November and goes on unto March next year of Course, betting is conducted on races run in other places.

**Groundnut Fair:**

This fair is held near Basava Temple in Basavanagudi in September/October.

**St. Mary's Feast:**

At St.Mary's Basilica near Russell Market Shivaji Nagar is celebrated the Parish Feast on the 8<sup>th</sup> September.

**Christmas**

Bangalore adorns itself in its best attire to show its joy at the birth of Christ.

**Ayyappa Bhajans:**

In the last week of December and the first week of January, the Ayyappa Bhajans are heard in different parts of the Bangalore sung by the pilgrims to Sabarimala.

**The Festival of Sankranti, Dassara and Diwali**

Diwali in October/November, Dassara in September/October and Sankranti in January are celebrated with all the gaiety by Bangalorians.

**Kannada Rajyotsava:**

On the 1<sup>st</sup> November, falls the Kannada Rajyotsava. It is celebrated with great jubilation.

**Ramzan and Bakrid**

Prayers and Greetings is a characteristic feature of Ramzan and Bakrid.

### **LEADING HOTELS IN BANGALORE**

#### *Taj West End Hotel*

Race Course Road,

Bangalore-560 001

Tel +(91) (80) 2255055

Fax +(91) (80) 2200010/2204575

#### *Windsor Manor Sheraton*

25, Sankey Road

Bangalore-560 052

Tel: + (91) (80) 2269898

Fax: +(91) (80) 2264941

#### *The Oberoi Hotel*

37-39 M.G.Road

Bangalore-560 001

Tel: +(91) (80) 5585858

Fax: + (91) (80) 5585960

*Taj Residency*

41/3, M.G.Road

Bangalore-560 001

Tel: +(91) (80) 5584444

Fax: +(91) (80) 5584748

*Hotel Ashok*

High Grounds,

Bangalore 560001

Tel: +(91) (80) 2269462/2250202

*Le Meridian*

28 Sankey Road,

Bangalore-560 052

Tel: +(91) (80) 2262233

Fax: +(91) x (80) 2267676/2262050



Gateway Hotel

66 Residency Road

Bangalore-560025

Tel: +(91) (80) 5584030

St.Mark's Hotel

4/1, St.Mark's Road

Bangalore-560 001

Tel: +(91) (80) 2279090

Fax: +(91) (80) 2275700

**ATTRACTION BANGALORE**

The Bull Temple

The 4.57 m high and 6.10 m long Kempe Gowda built image, in the 16<sup>th</sup> century the image has been carved out of a single granite rock. The original colour of Nandi bull was gray, which has now turned black due to the application of coconut oil by the devotees. The statue of the bull has been carved out of a single rock. Non-Hindus are not allowed in the temple. The temple is always busy with some ceremony or other.

On weekends, there are musicians who perform at the temple

Vidhana Soudha.

A marvel of neo-Dravidian architecture and one of the most imposing building not only in Bangalore but in India, the Vidhana Soudha houses the state legislative assembly of Karnataka and part of the Secretariat. The gleaming white domes, pillars and archways, resemble the architectural pattern of Mysore old palaces. The huge, carved doors of the cabinet room are made of pure sandalwood. The entire building, when floodlit on Sunday evenings, presents a truly breathtaking picture.

### *Tippu's Palace*

The summer palace of Tipu Sultan was built in Bangalore. The entire structure is built of teakwood. This double-storied ornate structure was constructed in 1781-1791 AD. This palace is beautifully decorated with floral motifs on the walls and ceilings. The structure is replete with pillars, arches and balconies. After the death of Tipu, the British used this building as their secretariat till 1867 AD. In busy market place of the city, are re remnants of this fort built by Tipu What ever remains of the fort reminds one of the struggles of Tipu against the British. There is a small Ganesha temple among the fort ruins.

### *Sri Gavi Gangadhareshwra Temple*

The temple is a natural monolith carved cave temple dedicated to Lord Shiva On the 14/15, January every year, a ray of light passes precisely through the horns of the Nandi bull and illuminates the deity inside. This unique phenomenon occurs every year on the 'Makara Sankranti' day and attracts large number of devotees. The

precision of the event shows advancement in the technical and scientific knowledge of our ancestors.

### *Ulsoor Lake*

The 1.5 Sq km lake is dotted with islands the picturesque lake is located on the northeastern fringes of the city and is an ideal place for boating and shopping A Ganesh

Festival is organized in August/September One of the Kempegowda watchtowers stands nearby. There is also a swimming pool nearby, which has different timings for males and females.

### *Karnataka State Government Museum*

One of the oldest museums of India, established in 1866 AD, it has on display specimens of works of antiquity and ancient art, such as sculptures, coins and inscriptions found in different parts of Karnataka. The Museum has an attractive collection of specimens of archaeological and natural history, numismatics, ethnology, art and industrial art. It houses some 'virakals' (Hero-Stones) of South India Working hours 9.00 to 6.00 p.m. on all days except Wednesdays and General Holidays.

### *Bangalore Palace*

Built in the Tudor style and inspired by the Windsor Palace, a Wodeyar king built this palace in 1887 AD. This unique edifice stands in the heart of the city. It is built in a manner similar to medieval castles in Normandy and England. It's interior boasts of elegant woodcarvings and Tudor-style architecture.

### *Venkatappa Art Gallery*

A wing of the State Government Museum, Venkatappa Art Gallery is an interesting place of visit. Watercolour paintings, plaster of Paris works and other works of art of the famous artist Venkatappa and some contemporary artists are on display. There is a separate section for the wooden sculptures of Major Cheppudira Ponnappa Rajaram. Attached to the Art Gallery is an exhibition hall, which is available on rent to artists for exhibiting their works of art.

### *Visweswaraya Industrial and Technological Museum*

Adjacent to the Government Museum in Bangalore is the Vishveshwaraya Industrial and Technological Museum, the second of its kind in India. Managed by the Council of science & Industrial Research, the main objective behind its establishment is to inculcate in the people, a science consciousness. This museum is a tribute to Sri M.Vishweshwariah. A statesman who worked untiringly to bring science and technology to the common man. Working Hours: 10.00 a.m to 5.00 p.m on all working days, closed on all Mondays and notified holidays.

### Ramohalli

This picnic spot is located 28 kms from Bangalore on the Mysore road Ramohalli is a beautiful picnic spot with a KSTDC restaurant. The main attraction of the place is the 400-year-old banyan tree, which has its branches, spread over an area of three acres.

### Bannerghatta National Park

This lion and tiger safari park is set amidst picturesque surroundings around 22 kms away from the city The park is spread over an area of 104 Sq kms one can see the lions, tigers and elephants in closed enclosures. There is also a crocodile and snake farm, which attracts many visitors. There are regular bus services from the city to this place.

### Nrityagram

This place was established as an institution for the classical dances. The famous Odissi dancer Protima Bedi had founded this place to preserve the ancient and classical dance forms of India. It is located 30 kms from the city center. The award-winning architect from Goa, Gerard Da cunha, as it is called designed the dance village. Apart from dance, this place also teaches allied subjects like philosophy, music, mythology, paintings and choreography.

### Mysore

The erst while capital of the Wodeyars is 140 kms from Bangalore. This city has retained the charm it had acquired during the reign of Wodeyars. Mysore is also known as the ‘City of Place’ For centuries, Mysore has been visited for sandalwood and silk. The

Mysore palace is often compared with the Buckingham palace in England. The St. Philomena’s Church and the Mysore Dassara are added attractions of this place Vrindavan Gardens on the KRS Dam is one of the most-visited gardens in India. The musical fountains here have fascinated not only the visitors but they have also been widely shot for the silver screen.

### Ramanagaram

This place is famous for the rock-formations and is a great attraction for the rock climbers. It is 49 kms from Bangalore City Ramanagaram is also an important silk cocoon market.

### Shivaganga

50 kms from the city center is a hill, which provides a breathtaking view of the nearby areas. There are two famous shrines dedicated to Lord Gangadeshwra and Goddess Honnadevi.

### Hassan

194 kms from Bangalore is Hassan, from where one can go to Belur, Halebid and Sravanabelagola. Sravanabelagola is a famous Jain pilgrimage with a 17m high monolith of lord Bahubali standing tall.

### **GARDEN CITY**

Aptly called The Garden City due to the patronage of the Wodeyar rulers, this well-planned city with tree-lined avenues, parks gardens and takes attracts people from all over India. Bangalore has more than 400 gardens spread across the length and breadth of the city. In spite of all its expansions, it retains its quintessential old-world charm.

### **Cubbon Park (2 kms from MG Road)**

Planned and laid out in 1864 AD, Cubbon Park is a beautiful 300-acres park containing the public library and the museum. The illuminated “fairy fountain” and the elegant Greco-colonial style buildings, add to the beauty of this park. The imposing, red Gothic structure within this park is Seshadri Iyer Memorial Hall, which houses the public library. Also situated here is the High Court, the Government Museum the technology Museum, the Government Aquarium and the Jawaharlal Bal Bhavan.

### **Lal Bagh Botanical Gardens (4 Kms from MG Road)**

The 240-acre gardens were laid out during the Muslim era (18 century) by Hyder Ali and Tipu Sultan, 200 years ago. They contain the largest collection of rare tropical and sub-tropical plants, century-old trees, fountains, terraces, lotus pools, rose gardens and a Deer Park Lal Bagh has a magnificent glass house built in 1840 AD, on the lines of London's Crystal Palace. The Annual flower, fruit and vegetable shows are regularly held here. It contains one of Kempegowda's towards and a surreal lawn clock surrounded by Snow. White and seven dwarfs. Lal Bagh also houses the offices of the Karnataka Horticultural Society that renders free advice to those interested in flowers and gardens.

## **SHOPPING EXTRAVAGANZA**

Bangalore, compared to many other Indian cities is economical for buying silk fabrics, handloom fabrics, garments, woolen carpets, sandalwood articles, rare antiques, gold and silver jewellery, perfumes and incense sticks Bangalore is famous for the shopping malls, which have some of the finest and biggest showrooms in India. This electronic capital of India has been attracting people for Sandalwood, Silk and hand woven materials.

### ***The Karnataka Handloom Development Corporation's***

'Priyadarshini' handloom House is located at various places. Bangalore is a good place to buy specialties from all over the state. Here one can find the fine Mysore silk



and sandalwood items. The inlay work from Karnataka in Brass and Rosewood are any collector's hunt. Ivory artifacts and the Lambani Jewellery make good decorative as well as gift items. Some of the popular shopping haunts in Bangalore.

### *Brigade Road*

This is a popular hangout for young people, because there is a lot of entertainment available, as well as there are a lot of shopping options. You'll get just about everything here. There is Rex (the best movie theatre in town), Cyber Cafes (offering coffee and Internet access), a bowling alley, a discotheque, a video game parlor and quite a few eating-places.

### *Commercial Street*

This is strictly a shopping area with no entertainment outlets. Here, you can buy clothes, dress materials, jewellery and food.

### *Mahatma Gandhi Road (M.G.Road)*

M.G.Road is a very popular commercial area. There are a large number of sari stores, like 'Deepam Silks' and 'Prasiddhi'.

There are two movie theatres namely Plaza and Symphony. 'Gangaram', a well-established bookstore and 'Higgin Botham' are very popular stops.

For radios, TV sets books and magazines, photograph material, silk saris, textiles, garments and general goods, Shrunagar Shopping complex, Barton Court Commercial

complex, Public Utility Building Shopping Complex, Spencer Super Market, Coir Board Show Room, Natesan's Antiquates Show Room for gift articles, artifacts and antics.

*Residency Road (Now renamed Field Marshal C.M. Cariappa Road)*

'Gangotri' Uttar Pradesh Government Handicrafts' show room, offering brassware, wooden furniture, jewellery, etc., 'Mriganayani', M.P. Government Emporium. 'Utkalika' Orissa Government handicrafts Emporium and 'Gujarat State Handicrafts Emporium, near New Opera can be visited

For silk saris, garments, children ware, textiles, Alankar Pearl Plaza Shopping Complex Prabhat Shopping Complex, Janatha Bazaar, Gupta Market, Sapna Book House, the largest show room of books at Tunga Complex (opposite Tribhuvan Theatre) are all located in this area.

**Silicon City of the World.**

Bangalore was already called the Electronic City of India but the establishment of the Silicon Park on the out skirts has converted it into the Silicon City of the world. With major players in the IT industry gaining footholds here, Bangalore is destined to emerge as the electronic hub of the world Dubbed as the Silicon Valley, Bangalore, in addition

To being the center of India's software industry also has holdings in aircraft electronics and machine tools.

Best known within India for being the country's unofficial high-tech capital, the city is the playground of many Indian as well as multinational Infotech companies. The silicon valley of India, Bangalore is becoming the center for information & technology in India. A major industrial and commercial center with scientific and research activity, the city has made a niche for itself in the international arena in terms of its growing software.

### **The Silicon Rush**

It comes as a surprise to many visitors to learn that India is the second largest exporter of computer software after the US Generating sales of around \$720 million every year, the apex of this hi-tech boom was the Electrical city Industrial Park, on the outskirts of Bangalore.

Bangalore's paid industrial rise began in early 1980's Fleeing the crippling costs of Mumbai and Delhi, a clutch of hi-tech Indian companies relocated here. The cool climate and an untapped pool of highly skilled, English speaking labour, a consequence of the Indian government's decision to concentrate its telecommunications and defense research here in the 1960's lured the multinationals to this city. Within a decade, Bangalore had become a major player in the software market and a magnet for the multinationals such as

Motorola and Texas Instruments, who have their own satellite link with head office in Dallas.

### **The Techno-Savvy people**

Bangalore, the city of 4 ½ million people-undoubtedly the fastest growing city in Asia, is a dynamic mix of a fascinating history and an equally wondrous techno-culture. The roots of global culture are very prominent among the people of Bangalore, be it the IT ring or the more than tens-of-thousands of students. Filtering down to everyday life, cyber joints can be found in every major block of the city. It is the urban-oriented, technology-based culture that drives the people of this beautiful city, to make it what it is.

Between the rustle of the trees & the threat of rain, the lush foliage of the city invites you to live life to the fullest, the smells and sounds carrying the very essence of traditional Deccan life.

**CHAPTER IV**  
**PROFILE OF THE HOTEL**

## **THE LEELA PALACE** **BANGALORE**

Recreating the majestic splendor of the by gone era , The Leela Palace, Bangalore a five star deluxe hotel is built in the architectural style of the palaces of Mysore in an art-deco modern form, set amidst 6 acres of lush gardens and a sparkling lagoon.

The Hotel offers state-of-art facilities, which include 254 oversized guest rooms each, built with either a full balcony or a private patio, all day dining, two specialty restaurants, a library bar and an array of banqueting and conference facilities.

Understated elegance, unobtrusive yet attentive service and the finest in delectable cuisine will be just some of the pointers to the devotion to detail. A unique feature of the Hotel would be a spacious Shopping Mall attached to the Hotel complex spread over three levels with escalators featuring up-market Boutiques.

The Leela Palace, Bangalore, the third property of Leela Hotels and Resorts has commenced operations and already promises to be landmark in the Garden City. Located on the Airport Road on a plot admeasuring about seven acres, the Leela Palace recreates the architectural style of the Mysore palace in an art-deco form. Its copper domes, arches, ornate ceilings and colonnades hark the grancement of palaces of yore. The Leela palace, Bangalore has been designed by the world famous California based firm of Architects, Wimberley Allison Tong and Goo, who also have to their credit the famous palace Hotel at Sun city in South Africa: The Palace of the Lost City. The location of the hotel allows quick access from both Koramangala and the Information Technology Park at Whitefield. A striking feature of the hotel is its majestic airy porte-cochere at the entrance. With 254-oversized guest rooms and suites, all connected with high-speed broadband connectivity. Citrus, the all day dining Brasserie with its wood-burning pizza oven and two signature restaurants, Jamavar featuring Indian cuisine and the Asian Bistro, a state-of-the-art Business Center, 25,000 square feet of comprehensive banqueting and conference facilities, the hotel will maintain the highest service standard levels for which the Group is renowned. Also, a Spa and Wellness center admeasuring 12,000 square feet offer 13 Ayurvedic and Western holistic treatment rooms. Thus the hotel offers today's' discerning traveler a new dimension in luxury:

The mixed facility comprises of the Leela Galleria consisting of high-end office accommodation with prestigious tenants like Deutsche Software Limited, Swiss Re Shared Services (India) Private Limited, Huawei Technologies India Private Limited and Natsem India Design Private Limited. The upscale retail

component features a boutique plaza over 3 floors and will contain exclusive world-class boutiques and salons.

The hotel is affiliated to the specialized hotel booking and marketing company-Leading Hotels of the World, which has worldwide representations and provides instant access to the Global Distribution System (G.D.S).

Mr.Vivek Nair, Vice Chairman & Managing Director of the Leela Group said, “This is a significant step in our strategy to develop. The Leela brand in all the major metropolitan cities and leading leisure destinations in India. Opening the most luxurious hotel in Bangalore will fill an important need for our hotel group to have a presence in south India. The Bangalore hotel is a result of our constant endeavor to be an innovative leader in the hotel industry by constantly improving our products and services. In fact, the only way to remain being a market leader would be not only to anticipate our guests’ needs but also to exceed their expectations. With the trained service personnel and the teamwork prevalent in our Hotels, we are confident to do so in Bangalore as well.”

Mr. Eric Swanson, the General Manager and who has held 14 years experience with Ritz Carlton Hotels, in the U.S Korea and Egypt state that the Leela palace, Bangalore has created a unique niche for itself with its spectacular architecture and unique ambience. By providing exceptional customer satisfaction the Hotel could showcase to the world what India is capable of whilst comparing with what the best in the rest of the world has to offer. Forbes magazine-the leading US business publication has listed The Leela Palace, Bangalore as “One of the Best



New Business Hotels of 2001' It further adds" New hotels like baseball clubs, usually take a few years before finding their stride-but not always. Occasionally rookie hotels will but the big leagues like a longtime pros coring home runs like they'd been doing it forever".

The Leela Palace is the only Indian hotel to have made it to the Forbes list. It is a Kempinski I Hotel and one of The Leading Hotels of the World Designed by world famous architects, Wimberley Allison Tong & Goo (WAT&G) California, who have to their credit "Palace of the Lost City" as Sun city, South Africa. The Leela Palace, Bangalore is built in an art deco form, drawing its inspiration from the Royal Palace of Mysore.

## **THE ROOMS AT THE LEELA BANGALORE**

### ***THE DELUXE ROOM***

The deluxe room's offer a spectacular rock garden view and swimming pool furnished with a writing table, a walk in wardrobe, luxurious marble bathroom and a walk in shower cubicle and bathtub, all rooms have personnel electronic safe dual line telephone

**Description**

- Offers garden pool and city views
- Dual line telephone with data port
- Fresh fruits- complimentary
- Daily and business new paper
- Full stocked mini bar
- Temperature control
- Bedside telephone
- Writing table
- Stationary-scrabbling pad, envelopes, facsimile sheet, letter head, pen and pencil
- Hair dryer and bath room amenities
- Television and remote control
- Safe deposit lockers from elsafe
- International and national direct dialing facility

*Room Size- Square Mts 463*

*Balcony Size- Square Mts 72*

*Total area -535*

## **CONSEVATORY ROOMS**

It is the largest room of this category in the city offers a spectacular view of rock garden and swimming pool

### **Description**

- Voice mail
- Dual line telephone with data port
- Fresh fruits complimentary
- Daily and business news paper
- Full stocked mini bar
- Temperature control
- Bedside telephone
- Writing table
- Stationary-scribbling pad, envelopes, facsimile sheet, letterhead, pen and pencil
- Hair dryer and bathroom amenities
- Television and remote control
- Safe deposit lockers from elsafe
- International and national direct dialing facility
- Internet connectivity

**Room size** -Sq. Mts 570

**Balcony size** -Sq. Mts 135

**Total area** -705

## **EXECUTIVE SUITE**

### **Description**

- Offers garden pool and city views
- Living room and bedroom
- Laser disc player from JVC
- Exclusive check-in check out facility
- Dual line telephone with data port
- Fresh fruits-complimentary
- Daily and business news paper
- Full stocked mini bar
- Temperature control
- Bedside telephone
- Writing table
- Stationary-scribbling pad, envelopes, facsimile sheet, letter head, pen and pencil
- Hair dryer and bath room amenities
- Television and remote control
- Safe deposit lockers from elsafe
- International and national direct dialing facility
- Other features and amenities will be communicated

Room size -Sq. Meters 926

*Balcony Size* -Sq Meters 143

*Total area* -Sq Meters 1069

### **DELUXE SUITE**

Deluxe Suite has a large lounge area, complete with plush sofa seating

#### **Description**

- Offers garden view
- Living room and 2 bedrooms
- 6 seater dining table
- Pantry and Powder room, located in the living area
- Furnished with India art pieces and paintings
- Dual line telephone with data port
- Fresh fruits-complimentary
- Daily and business news paper
- Full stocked bar
- Temperature control
- Bedside telephone
- Writing table
- Business kit, which includes stationary-scribbling pad, envelopes, facsimile sheet, letter head, pen and pencil Internet facilities
- Hair dryer and bath room amenities
- 29" Television and remote control

- Stereo entertainment system
- Safe deposit lockers from elsafe
- International and national direct dialing facility
- Exclusive check-in-check out facility
- Other features amenities will be communicated

### **PRESIDENTIAL SUITE**

3500 square ft spread over the fifty floors, with a view of the inner courtyard, lush garden and the water falls.

#### **Description**

- Living room that can seat up to 16 guests
- Well appointed work desk
- Spacious master bed rooms and exclusive walk in closets
- Double vanity counter, shower and steam cubicle
- Private dining area, as well as a fully equipped pantry to cater for private dinner or cocktail receptions
- Cordless phones
- Choice of international newspaper
- Exclusive check in and check out facilities

## **ROYAL CLUB HOUSE**

Set exclusively apart in The Leela Bangalore the royal club concept designed with care, to meet the special needs of the corporate executive. Personifying an elegant lifestyle, the royal Club guests are received personally at the airport accompanied in a chauffeur driven limousine and then escorted to their specially appointed rooms after a comfortable sit down check-in on the eighth floor. The club rooms are an elegant combination of luxurious accommodation and executive workspace.

Positioned on the 5<sup>th</sup> and 6<sup>th</sup> floor lies the executive club floor, which consist of exquisitely done up guest rooms, offering for the first time in the country a club facility comparable to the best in the world.

### **Concept of the Royal Club**

“To offer people, product and process that will elevate the guest to a different dimension by pampering with personalized service and luxuries.”

### **Services at the Royal Club Floor**

- Choice of International news paper
- Prince and princess amenities for children
- Complimentary coffee and tea service through out the day
- 24 hour laundry, dry cleaning and pressing services

- Round the clock butler service
- 24 hours check in and check out
- 24 hours self service at the business center
- Food and beverage presentations in the royal club lounge
- Exclusive dining restaurant
- Champagne and wine lounge
- Cigar lounge
- Billiard and sports lounge
- Two meeting rooms, seating up to 10 guests
- A Board room with audio and visual aids.

### **THE ROOM TARIFF**

<b>SUITES</b>	<b>RUPEE</b>	<b>DOLLARS</b>
PRESIDENTIAL SUITE	70,000	2000
DELUXE SUITE	22,000	625
TURRET SUITE	18,500	525
ROYAL CLUB SUITE	15,500	475
EXECUTIVE SUITE	14,000	400



## **THE SPA**

### **Concept**

The facility provided by the spa lets your body, mind spirit, experience new levels of relaxation, rejuvenating and invigoration through a combination holistic ayurvedic and panchakarama therapies. A luxurious 20000 Sq ft setting that offers private treatment suites, hydrotherapy rooms, and a specialized ayurvedic center, the facility also has a state of the art gymnasium, for physical toning, specially designed whirl pools, sauna, steam and relaxation rooms.

The packages at the spa include.

### **THE EXECUTIVE PACKAGE**

This brisk relaxation therapy scheduled for the beginning or end of a hectic work day, begins with relaxing soak in the hydrotherapy tub, followed by an intensive back massage using essential oils of thyme and eucalyptus and is completed with an expensive facial.

*Approximate treatment time-* 1 hour 30 minutes

*Cost* – Rs.1620.

### **THE ROYAL LUXURY**

This treatment commences with Rani Padmavatis luxury milk bath or Raja Prithviraj claiming followed by a margosa body mask completed with the royal facial.

*Approximate treatment time* -2 hours and 30 minutes

*Cost* – Rs.3330

### **TOP TO TOE DAY SPA EXPERIENCE**

Pamper you for the entire day, the treatment commences with a vedic aromatic body scribe, followed by the orange blossom bathing ritual and completed with a Swedish massage followed by lunch at the pool side, the afternoon session includes the Prakruthi facial treatment, a classic Leela manicure and pedicure and a signature hair care treatment

*Approximate time* –6 hours

*Costs* – Rs.7700

### **Tax Structure of the Spa**

There is a 20% of luxury tax charged on the health club and beauty parlor facilities.

## **FOOD AND BEVERAGE FACILITIES**

### **CITRUS**

A 140 seater, all day brasserie with an attached bar, wood fired pizza oven and an open kitchen in the restaurant, citrus has a show kitchen inside the restaurant where guests would be able to see the chefs in action. A dining area offering a choice of pizzas, pastas, continental, Asian and local fare. Citrus inside has 80 covers and also has outside seating next to the waterfall and the greenery, which overlooks the poolside.

### **JAMAVAR**

A 100-seater restaurant situated in the lobby level offering traditional Indian cuisine from all regions of India. The restaurant also features a royal table with an open kitchen for the guests to see the “tandooria” at work

## **LIBRARY BAR**

An elegant bar situated at the lobby level, with comfortable seating for 43 pax. This bar would provide all types of beverages, including wines and an array of classical cocktails; it would be letting out classical services to the most discerning clientele.

## **EXPRESSO BAR AND PASTRY SHOP.**

A delicatessen shop selling the choicest pastries, sweets and snacks along with tempering ranges of hot and cold coffees, situated near the shopping arcade.

## **PRIVATE DINING**

A 24 in room dining experience with a large variety in the menu.

## **BUTLER SERVICE**

A round the clock services to attend to the unexpressed needs of the guest.

## **BANQUET HALLS**

- *Grand Ball room* – 4450 Sq.ft
- *Royal Ball room* – 3365 Sq. ft
- *Board Room* – 765 Sq.ft

- *Five Meeting Rooms-865 Sq.ft to 280 Sq.ft*
- Alfresco venues
- Poolside venues

#### **FACILITIES PROVIDED AT THE LEELA BANGALORE**

- Laundry/same day service
- Wheelchair
- Doctor/medical facility
- Valet service
- Butler service
- Ironing service
- Concierge-International/Domestic Ticketing
- Babysitter
- Multilingual staff
- 24 hours security on site
- Sightseeing arrangement
- Shoes shine service
- Safe deposit box
- Complimentary newspaper
- Complimentary fresh fruits
- Welcome drink on arrival

- Current exchange
- 24 Hours housekeeping service
- Concierge provides a library of movies on DVD's for the Guest Pleasure complimentary
- They also offer special menus i.e., Ayurvedic menu, diabetic menu, recommended healthy food, drinks and shakes.

#### **BUSINESS CENTER**

- 24 Hours
- Conference room-3
- Interview room-1
- Workstations-4
- Secretarial and typing services
- Photocopying
- PC use
- Internal connection
- Audio/Video equipment
- Binding and Lamination
- Mail and Courier Service

### **ON PREMISES**

- Outdoor swimming pool
- Jacuzzi
- Massage
- Fitness Center
- Jogging Track
- Aerobics
- Yoga & Meditation

## **CHAPTER V**

# **OPERATIONAL DEPARTMENTS**

## **FRONT OFFICE**

The Front Office is the nerve center of hotel property.

Communication and accounting are two of the most important operations in the front desk operation

Effective communications-with guests, employees and other departments of the hotel-are paramount in projecting a hospitality image, answering guests inquiries about the hotel services and other guests, marketing and sales departments requests for information on guest room availability, house keeping department inquiries concerning guest reservations are but a few of the routine tasks performed almost



constantly by a hotel front desk in its role in communications hub. Accounting procedures involving charges to registered and non registered hotel guest accounts, are also very important in the hospitality field Itemized charges are necessary to show the break down of charges if a guest questions a bill.

Services for which fees are charged are available 24 hours a day in a hotel property. Moreover, because guests may want to settle their accounts at any time of the day, accounts must be current and accurate at all times, keeping this data organized is top priority of a good front office management. The front office is responsible for the hotel rooms through a systematic method of reservations followed by registrations and assigning of rooms to guests. The profit percentage from sale of rooms is very high.

The front office in a hotel holds prime importance in view of the basic nature of business of a hotel, that is to still rooms revenue collected from the sale of rooms contributes to more than 50% of total hotel sales, the profit percentage from sale of rooms is very high It has a complimentary role in image building

## **HIERARCHY**

**EXECUTIVE ASSISTANT MANAGER-FRONT OFFICE**



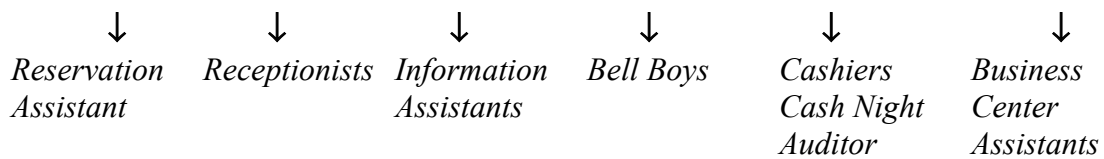
LOBBY MANAGER



RESERVATION MANAGER



GUEST RELATION-EXECUTIVE (GRE)



**SUB SECTIONS OF THE FRONT OFFICE DEPARTMENT**

The front office may be sub divided into 7 main departments, they are namely

- Reservation
- Reception
- Information/concierge
- Front office cashier
- Night Auditor

- Telephones
- Business Center

These department take care of all the function in the front office by taking reservations registering guests providing I information to the guests during their stay in the hotel

## **RESERVATIONS**

This is a section of the front office, which is the hub of the department requests for reservation of the room from various sources and the information is processed, properly documented, stored and retrieve at the appropriate time induce a guest his room upon arrival. Rooms being a highly perishable commodity (as the sale of rooms is linked with a time element) it is the duty of the reservation department that rooms are not allowed to perish.

### **Modes of Reservation**

The different modes of reservation are as follows

- Letters
- Telex
- Telegrams

- Telephones
- In person
- E-mail
- Fax

### **Sources of Reservation**

The usual sources from which reservation sources are airlines, whole sale tour operators, travel agents (local and foreign), free individual travelers, groups companies leading hotels of the world trust, instant reservation system, sales department, embassies, and insinuations.

### **Types of plans**

A plan is a package proposal of rooms and meals and some times even travels. A European plan will include only a room whereas the rest of the services would be changed for American plan, which would include meals usually breakfast and the evening meal as well as the room rental included in the room rate. The packages offered by the hotel are inclusive of an airport transfer, breakfast at the citrus and the room rate.

### **Guest History card**

This is done in order to give a guest extra attention and special care. It's usually done for repeat clientele. For example some guest may like a non smoking room and some may like a hard mattress. This is where the front office informs the housekeeping department or the relevant department that special care must be taken in order to ensure a comfortable, carefree stay at the hotel. All such information is maintained by the front office and is fed into the computer.

## **Rates followed by Reservations**

### **A Rack Rate**

This is the highest room rate charged by the hotel it is the rate given to the guest who does not fall into any particular category, such as walk-in-guest who requests a room for the night.

### **Corporate Rates**

These are room rates offered to business people staying in the hotel. This can be further broken down into Business people who are frequent guests (a specified number of visits per week or per month) and guest who are employees of a corporation that has contracted for a rate that reflects all business from that corporation

### **Commercial Rates**

These are room rates for business people who represent a Company and have infrequent or sporadic patterns of travel. Collectively this group can be a major segment of hotel guests and thus warrant a special rate.

### **The Royal Club**

Marketing programs to encourage repeat business by frequent business guests. This was developed to encourage business people who do not have any set schedule for visiting a city to stay at a specific hotel. A card is issued, which is validated with each visit. After a specified number of visits the guest is awarded a free room night. Currently, there are many variations of the concept. Marketing and sales department of large hotel corporation have developed sophisticated frequent visitor marketing programs to encourage the guests to stay with them.

### **Military And Educational Rates**

These are room rates established for military personnel and educators, because they travel on restricted travel expense accounts and are price conscious. These groups are a source of significant room sale because their frequent visits may supply a sizable amount of repeat business.

### **Group Rates:**

These are rates offered to a large group of people visiting the hotel for a common reason the marketing and sales department usually negotiates this rate with a travel agency or with a professional organization.

### **Family Rates:**

These are room rates offered to encourage visits by families with children. This rate is offered to families during seasonal or promotional times.

### **Half-Day Rate:**

A room rate based on the length of stay of a guest, which is applied to guests who use a room only for 3-4 hours in a day.

## **Process of Reservations**

All the reservations coming in are recorded on a form called the reservation form. The detail such as the name of the guest booking the reservations, company name, address, telephone number etc, it also consist of the name of the guest, his designation, arrival and departure time, mode of payment, type of room, number persons, and so on. The reservation is then fed into the computer, the availability is

checked and a confirmation letter that may be sent either through e-mail or through fax, and then the room may be blocked for the following dates.

Billing may be direct or indirect, in case of direct billing the guest pays for all his expenses through his personnel account. In indirect billing the company pays on behalf of the guest, a letter or a fax must be sent by the company on its letterhead stating the mode of payment. If payment be made after a certain period of time, or on behalf of the hotel a on time credit authorization slip is filled up and signed by the finance manager and also by the marketing and sales manager 3 copies are made and filed in the necessary files. The reservation forms are slotted according to dates and alphabets of the guest last name. Special importance is given to group reservation, a reservation assistant is appointed as the group coordinator and will carry out all the operations relating to the group and will coordinate with the marketing and sales person or with the travel agent who has made the reservation.

### **Reservation Codes**

Reservation codes are a sequential series of alphanumeric combination that provide the guest a reference for a confirmed or a guaranteed reservation. This code indicates that accommodation has been secured for a specific date with a commitment to pay for at least the first room night. The code will identify the hotel chain/referral group, the arrival date and the departure date the type of accommodation, the mode of payment and the sequential number of reservation.



### **Fore Casting Reservations**

Forecasting or room forecasts, which involves projecting room sales for a specific period of time, is naturally the next step after the data from the reservation process has been collected, this step includes previewing, the effects of reservation on the income statement, scheduling labor, and planning for use of facilities. This process of projecting sales and related expenses is very important to the successful management of the hotel. This information is also important to the financial controller, General Manager and to the owner of the hotel. They use this information in managing the finances of the hotel; it is also used to project the yearly or quarterly financial projections.

### **RECEPTION**

Here is where the first opportunity where the hotel meets the client face to face. At this time all the marketing efforts and computerized reservation system should come together. The front desk clerk that is well trained must be able to portray the hotel in a positive manner. This good first impression will help ensure an enjoyable visit.

The first step in guest registration process begins with capturing the guest data such as name, address, zip code; length of stay, company affiliation etc., and this information is needed to maintain the guest history. The various departments

in the hotel also require this information to provide various guest services. The registration process continues with the extension of credit, room selection, room rate application, and opportunity to sell hotel services, room key assignment and folio processing. Continually

efficient performance of the registration process is essential in ensuring hospitality for all guests and profitability for the hotel

### **Registration Card**

The registration card provides the hotel with the guests billing instruction, information on the check out time, and room rates. Even if the guest has a reservation, the completion of the registration card is important as it verifies the spelling of names, addresses, phone numbers, anticipated date of departure, number of people in the party, room rate and method of payment.

### **Guest Registration Procedure**

1. Guest request to check into the hotel
2. Front desk projects hospitality towards the guest
3. Front desk clerk inquires about the reservation
4. Guest completes registration card
5. Front desk review's completeness of registration card.

6. Front desk clerk verifies credit
7. Front desk clerk makes room selection
8. Front desk clerk makes the room assignment
9. Front desk clerk assigns room rate.
10. Front desk clerk discusses the sales opportunities for hotel products and services to the guest.
11. Front desk clerk hand over the key card
12. Front desk clerk process folio.

### **Room Inventory**

A room inventory system is maintained by the reception which involves constant updating and checking the data base that indicates the house keeping status term which means availability of a room, such as occupied (guest or guests that are already occupying the room) stay over, on change out of order, and available. This facet of registration requires constant communication efforts among the front office, house keeping, and maintenance and reservation staff.

### **Night Shift**

During the night shift, one duty manager, one receptionist, and one cashier are on duty

They perform the following work

- 1 Print the following days arrival and registration cards.
- 2 Tallying the arrival and departures in the respective registers
- 3 Maintaining the cash position
- 4 Entering the foreign guest name in the FRRO register
- 5 Entering all the receipts and paid outs of the guest

### **Register Files and Formats**

- The A & D register
- V.I.P. register
- House keeping discrepancy register
- Room report
- Complimentary room report
- Guest history in alphabetical order
- Registration card file
- 'C' forms
- Reservation correspondence
- Reservation forms

### **INFORMATION AND THE CONCIERGE**

This section of the front office department is responsible for providing extensive information on the services of the hotel as well as on entertainment, sports, transportation, and baby sitting in the area. The information assistants must know the area intimately and must be able to meet the individual needs of the guest. The information desk is stationed in the lobby. The information assistants also do bookings for air, rail and road transport. The word concierge in French also means doorkeeper or porter literally

the word concierge describes a place where luggage is handled, the concierge is well staffed.

The bell boys are in charge of picking up the guest luggage from the car and placing them inside the desk area and escorting the guest to the reception and after the registration process is over, the bell boy then escorts the guest to the room. The bellboys are well versed with the facilities and services of the hotel and as they are always in direct contact with the guest and also market the facilities of the hotel they must also have a good command over English

### **Bell Boy Errand Card**

Once a guest checks in a bellboy errand card is filled in which consists the name of the bellboy, the date, time, the number of luggage pieces a copy is made of the card.

When the guest checks out the bellboy and the receptionist is intimated. The bellboy is sent to the room assist the guest in carrying his or her luggage, he makes a personal

check of the room and escorts the guest to the reception the errand card is then filled and signed by the lobby manager.

### **Functions of the Bellboys**

- To deliver guest mail
- Page the guest in the hotel and lobby
- Check for any disruptions in the rooms
- Distribution of the news papers
- Maintain the supply of tablets and a first aid kit.
- Help the security with unruly elements.
- Checkroom on guest departure
- Performs any errands as per the requirements by the management and guest.

The hotel assigns staff to pick up the guest from the airport and drive them to the hotel that increases the personalized service.

The bell desk coordinates with the

- Front desk
- Security
- Porch
- House keeping
- Maintenance

➤ Cashier

### **Shift Timings**

7 am to 4 pm first shift

1 pm to 10 pm second shift

9 pm to 7 am night shift.

### **CASHIER**

The position of the cashier includes processing guest checkouts and guest legal tender and providing change for the guest. This position helps to make the front desk load manageable when a full house.

The front office cashier plays a very important role in the functioning of the hotel; it is the last point of contact, where the guest settles his bill, either by the selected mode of payment standardized by the hotel.

The cashier is provided with his own computer, credit card swipe machine, printer and other forms and formats.

A master bill is opened as a guest checks in to the hotel, it contains the name of the guest, the arrival date, and departure date, the type of room, and details regarding payment, therefore the hotel adopts certain safe guards which are as follows.

1. A credit card that is officially recommended is accepted. Confirmations letter has to be sent from the company stating the required

### **Duties of the Cashier**

- Posting charges into the guest folios
- Setting guest bills
- Handle credit cards
- Encash foreign exchange, as per regulation
- Preparing the cashier report.

### **NIGHT AUDITOR**

The night audit is the control process whereby the financial activity of the guest's accounts are maintained and balanced. This process tracks the charges and payments and the departmental receipts and charges. This working definition encompasses not only the mechanical proofing of tool and charges and payments but the further review of account activity by the management. The front office manager will be able to monitor all the credit activities of the guest, project the daily cash flow from room sales, and monitor actual sales for various departments.



The night auditor balances the daily financial transactions. This person may also serve as a desk clerk for the night shift. This individual must have a good grasp on accounting skills and the ability to resolve financial discrepancies. This position requires experience as desk clerk as well as good communication as with the controller. The night auditor has many responsibilities in addition to these to preparing the night audit report, the position also includes checking in and checking in and checking out guest after 11 pm processing reservations, performing the duties of the security guard, monitoring the fire safety systems, acting as the cashier for the banquet functions, and performing the duties of the manager on duty. The night auditor acts, as communication link between the guest and hotel operations during the night. This is a very important position within the front office.

### **The Night Audit Process**

The night audit is not one of those reports that will be put on the shelf and forgotten. Management uses this to verify the integrity of the guest accounts and review the operational effectiveness, which is the ability of a manager to control cost and meet profit goals.

The six basic steps involved in preparing the night audit.

- 1 Posting room and tax charges

- 2 Assembling guest charges and payments
- 3 Reconciling departmental financial activities
- 4 Running the trial balance
- 5 Reconciling the account receivable
- 6 Preparing the night audit report.

### **Shift timings**

9 pm to 7 am night shift.

### **TELEPHONES**

The telephone operator has a very important role to play in the lodging of the establishment. This person must be able to locate registered guest and management staff a moments notice, he or she is also expected to deal with crises.

With the introduction of call accounting, a computer technology that tracks down guest phone calls and directly posts the billing charges to their account, with this it has made the telephone operators job much simpler and faster. It is a department that has to be handled very efficiently round the clock, all the calls have to be attended promptly and politely. Not only does the operator acts as a means of communication to the hotel, but also creates an impact on the mind of the caller.

The qualities of the operator include

- A polite tone

- Clear and correct communication
- Remembrance
- Secrecy
- Co operation
- Accuracy
- Alertness
- Knowledge of the hotel
- Up selling techniques

The location of this department is in the back office, connected through the reservations. There are generally 2 to 4 operators in each shift other than the night.

The department is controlled and managed by the communication and telephone manager. All the incoming calls go through the operator, if there are calls for guests resident in the hotel, the operator room number against the guest name and only then connects the call to the room.

The telephone department co-ordinates with

- Front office-reservations, information, registration
- Accounts
- Food and beverage departments
- House keeping
- All the other departments and the guest rooms

Apart from their daily functions the telephone department performs other functions such as

- Giving wake up calls
- Checking the reminder wake up calls
- Checking the local and international calls made
- Posting the readings to the cashier computer or otherwise
- Keeping an account on the in-house calls
- Process the weekly and month and reports
- Provide information about the hotel to its guest
- Try and sell the hotel by giving and making suggestions
- Placing DND on guest telephones.

The number '0' has to be dialed for operator assistance, the number '9' has to be dialed for the dial tone, this facility is provided at the banquet floor, reservation, lobby area and

the sales departments. The instrument that the operator operates is called the 'console', which is different from the telephone in many ways.

### **BUSINESS CENTER**

The business center is open round the clock, it is fully equipped to meet the needs of an international business traveler, and it is located on the -1 level of the hotel. It is

open to all guest and outsiders for the use of fax, photocopies, printing, typing, Internet, lamination, etc,

2 people, the morning and the second shift manage the business center.

The business center has 3 well-equipped meeting halls, 1 interview room, 4-work station, and a spacious seating area. To it attached a pantry, a cloak room etc.,

The facilities at the business center are:

- 24 Hours
- Conference room-3
- Interview room-1
- Workstations-4
- Secretarial and typing services
- Photocopying
- PC use
- Internet connection
- Audio/Video equipment
- Binding and Lamination

The hotel levies a tax on all incoming and faxes for the in-house guests or the departments of the hotel. An account of all the faxes, photocopies, and Internet

charges are all manned in a register and handed over to the front office manager. The business center has its own billing facilities.

*The business center coordinates with*

- Reservation
- Information
- Banquets
- Marketing and sales
- Food and beverage room service

## **HOUSE KEEPING**

The housekeeping department in the hotel is responsible for the cleanliness. Maintenance and aesthetic upkeep of the entire property from the entrance area to the farthest basement of the hotel. The prosperity of the hotel is on giving it a continuous patronage not only because of its attractive advertisements and expensive décor. It is the care shown in looking after the smallest detail of cleanliness, promptness of service and cheerful staff, which remains as a memory of a fine hotel and which ensures its flourishing business.

HEIRACHY

EXECUTIVE HOUSEKEEPER



ASSITANT HOUSEKEEPER



Linen &  
Uniform

Desh Control  
Supervisor

Floor  
Supervisor

Public area  
Supervisor



Tailors

Upholsters

Attendants

Florists

Gardners



Room  
Attendants

Housemen

Cloak room  
Attendants



## **JOB DESCRIPTIONS**

### **EXECUTIVE HOUSEKEEPER**

The executive housekeeper is responsible for the upkeep of the guest rooms, public area and the back area of the hotel. This person must work thoroughly through others to get the work done. Each house men must be thoroughly trained in cleaning techniques the executive housekeeper is responsible for maintaining and controlling the endless.

Inventory, which includes linen, soap, guest amenities the executive housekeeper like must keep abreast of new ideas and techniques through trade journals and continuing education courses.

The main areas of responsibilities of the Executive Housekeeper are

- To take charge of the careful selection of the team of workers, their training and supervision at all levels
- To sets standards for cleaning of room, public area, lobby area etc
- To formulates the training procedures and work schedule
- To maintains a cordial relationship with all the other departments without letting the efficiency of the department going down.
- To keep the departments expense within budget, careful selection of material, their storage, and economical use by her and the team are essential.

- To plans the timely replacement of heavy equipment's carpets, upholstered linen.
- To attends to guest complains and requests promptly and takes note of the quality standards rendered to them
- To attends the departmental meetings on a regular basis.
- To translates the management policies to all the staff working in the department and to maintain an effective communication flow both upwards and downwards.

### *FLOOR SUPERVISOR*

The main areas of responsibilities of the floor supervisor are

- To make note off and to keep a personal check on the expected departures, departures, vacant, VIP, rooms cleaned by night boys.
- To review the log entries and to note down the jobs, that need following up.
- To sign against any specific instructions left by the executive housekeeper.
- To give briefing and allotting work to the room boys each day.
- Programs the closing schedule for room boys
- To supervise the work done by the room boys and to check every room which has been made ready.

- To check the status of every guest room in the allotted area and to fill the occupancy report accordingly.
- To oversee maintenance/repair work, if any red slip falls within the allotted area.
- To update the logbook on jobs completed and pending jobs with reasons of delay.

### **ROOM BOY**

- The room boy is in charge of through cleaning of guest rooms, attached bathroom, corridors, staircases, pantry, public area, comprising of the restaurants, swimming pool, health club, cloak rooms, executive offices, banquets as per the instructions explained by the house keeper.
- The job includes dusting and vacuuming carpets, furniture, furnishing, fittings and also cleaning of floor areas.
- To ensure that the plumbing and electrical fitting are in working condition, and to report any leakage's or fuses to the housekeeper.

### **HOUSEKEEPING DEPARTMENT & DIVISIONS**

The housekeeping department can be divided into various sub divisions.

These divisions are

1. Floors
2. Public area

3. Linen and uniform room
4. The laundry
5. The florist
6. The housekeeping control desk

## **FLOORS**

There are 4 room boys assigned to each floor. It is their duty to clean up all the rooms, the veranda, corridors, pantry and the staircase. The pantry stores all clean room linen, guest linen, other amenities and magazines. The room boy must take an account off all the soiled linen before bundling them and throwing them down the shoot.

### Priority basis of cleaning rooms

- Guest request
- VIP expected
- VIP Resident
- Front office request

- Departure rooms
- Expected arrival
- Occupied room
- Vacant rooms

### **Guest Room Cleaning**

No feature or other service provided by the guest will impose a guest more than that of a spotlessly cleaned and comfortable guest room.

There are 4 room boys allotted to each floor, before the cleaning takes place, a trolley is arranged for the shift, the trolley will contain.

- Soap bars
- Dental kit
- Cleaning agents
- Hotel magazines
- Newspapers
- Buckets and brushes
- DND cards
- Laundry slips

- Shoe shine slips

**Amenities provided at each Guest Room**

Sl.No	AMENITIES	DELUX ROOMS	CONSERVATORY ROOMS	EXECUTIVE SUITE
01	Telephone	3	3	4
02	Directory	1	1	1
03	Ash Tray & Matchbox	3	3	4
04	Breakfast card	1	1	2
05	Room service menu	1	1	1
06	Television	1	1	2
07	Mini Bar	1	1	1
08	Laundry Bags	1	1	1
09	Laundry Baskets	1	1	1
10	Shoe baskets	1	1	1
11	Drinking Glasses	2	2	4
12	Stationery kit	1	1	1

**Amenities provided at each Guest Bathroom**

Sl.No	ROOM	DELUXE ROOMS	CONSERVATORY ROOMS	EXECUTIVE SUITE
01	Bath Towels	3	3	3
02	Bath Mats	1	1	1
03	Hand Towels	2	2	2
04	Face towels	3	3	3
05	Dental kit	1	1	1
06	Gargling glass	1	1	1
07	Loofah pad	1	1	1
08	Tissue Box	1	1	1
09	Shower Cap	1	1	1
10	Soap	3	3	3
11	Shampoo/Bath gel	1	1	1
12	Lotion	1	1	1
13	Cotton balls (Pkt)	1	1	1

## **Second Shift**

In the second shift the room boys perform the turn down service. The following is done in this respect.

- The room boys are allotted their area of work
- All the floor pantry's must be replenished with the amenities and supplies
- A count is taken of the linen used on each floor and cross checked with the amount indent for
- The maids trolley is rearranged

The following is done during the turn down service.

- The curtains are drawn
- The bed spread is removed and folded, and kept in the drawer
- The pillows are placed so as to rest on the headboard
- The duve cover is folded to make a 90 fold on the right side of the bed, the breakfast card along with a flower is placed on the fold
- The television cupboard is opened and the remote is placed on the bed side table
- A bottle of mineral water is placed along side a glass on the bed side table
- The light is dimmed, to set the right mood
- The bath mat is placed outside the shower cubicle
- The W.C is cleaned and wiped dry.

- The linen and amenities are replaced

### **Night Shift**

The night shift begins at 11 pm to 8 am in the morning. In the night, basically the whole hotel is cleaned up, which includes, dusting of the furniture, vacuuming cleaning of the carpets, they also disinfect the telephones with dettol. The banquet halls are also cleaned.

During the night there are 2 housekeeping supervisors on duty, one them sits at the control desk, to receive calls while the other supervisor, goes on rounds, supervising the work, done by the other housekeeping staff.

The room boy work sheets are prepared, the logbook has to be filled in, and the hand over is made to the morning shift at 8 am.

### **PUBLIC AREAS**

The public area at the Leela includes

- Lobby area
- Lounge and porch area
- Restaurants
- Banquet halls



- Swimming pool
- Executive offices
- Business center
- Corridors
- Terraces
- Rest rooms
- Staircases
- Back area of the hotel

### **LOBBY AREA**

- Periodic cleaning of ashtrays.
- Re arrange the furniture and the cushions on a regularly when out of place.
- Weekly shining of the brass center pieces
- Daily brassoing of the door handles
- Vacuuming of the carpets in the night shift. And brushing them as and when dirty
- Door glasses must be cleaned as whenever smudged with fingerprints
- Periodic cleaning of the house phones
- Dusting of the furniture
- Cleaning of the porch area, by sweeping and mopping

### **CLOACK ROOMS**

There are rest room located on two floor of the hotel, on the ground floor and the one the banquet floor

- The mirror must be wiped dry of water droplets
- The water closets flushed and wiped dry
- The napkins to be folded and arranged neatly
- Tissues to placed
- The plumbing and the electrical gadgets must be in working conditions
- The rest room at any time of the day must smell fresh and all the guest supplies must be available at all times
- The floors must be polished on a weekly basis.

### **BANQUET HALLS**

The cleaning of these areas is as per schedule of their actual functioning

- The carpets must be vacuumed as per the requirement and the business
- The furniture must be well polished
- The centerpieces at the corridors must be dusted on a weekly basis
- Polishing of the door handles must be done daily
- Shampooing of the carpets must be done during the night shift
- The lighting and air-conditioners must be kept under constant check

### **SWIMMING POOL/SPA/GYMNASIUM**

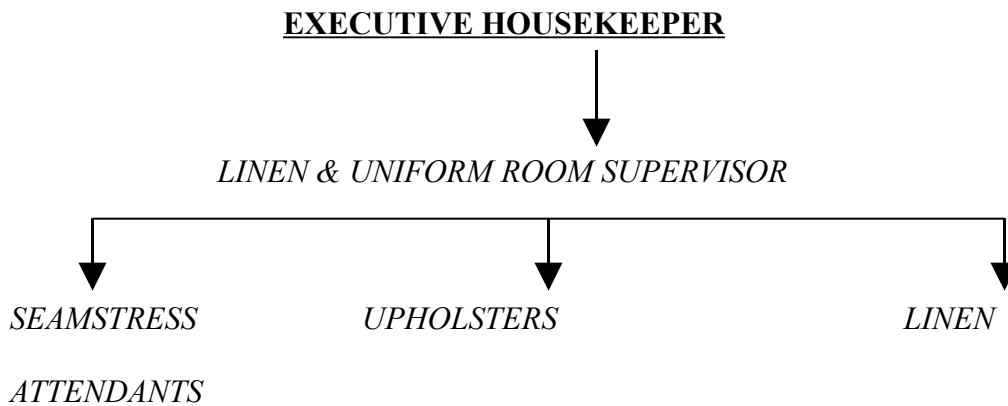
- The swimming pool must be cleaned every morning by 6.00 am
- The area around the pool, and the furniture around must be dusted and rearranged on regular intervals
- The gymnasium must be vacuumed, dusted and rearranged on regular intervals.
- The drinking water placed at the gym must be replenished regularly.

### **LINEN AND UNIFORM ROOM**

The linen room plays a very important role in the functioning of the hotel. Linen is a generic term used for the fabric manufactured from the fibers of a flax plant. It is a very expensive commodity and requires great care while handling. The hotel must maintain a par stock of linen for all the departments, which will add up to, a large number. It is for the linen room to have well arranged shelves with heavier linen placed on the lower shelves and lighter linen on the top shelves. Proper arrangements must be made for worktables with seating location for seamstress, place for segregation of linen, trolleys and proper storage place for miscellaneous items. The linen

room supervisor is responsible for the linen and uniform room. A computerized system is used to keep track of the stock to avoid pilferage.

### **Organization Structure**



### **Linen & Uniform Room At the Leela Place-Bangalore**

The linen room at the Leela Palace is located next to the laundry. This room is divided into the following sections to store linen for rooms F & B, uniforms

### **Room Linen**

The room linen consists of

- Bedsheets-king size and single

- Duve sheets
- Duve covers
- Pillow covers
- Towels-Hand/Face/Bath
- Bath mats
- Bath robes
- Yukata

### **Procedures for linen control for rooms**

The linen is replenished during the second shift. A count is taken against the existing quantity of linen in the pantry and is compared with the required amount to be maintained for each item. The room boys fill out a requisition form for the difference. The Linen room supervisor then signs this requisition and replaces the linen at each pantry.

### **Food And Beverage Linen**

All the f & B outlets which includes the restaurants and banquets depend heavily on the linen room for fresh linen to be supplied on time, each outlet is given an allotted time to collect their linen. The linen used is as follows.

- Table cloths
- Napkins
- Salver mats
- Doilies
- Table frills
- Table mats
- Kettle warmers
- Service clothes
- Dusters/wiping clothes

**Method of keeping control of F & B linen is as follows**

The soiled linen is brought in from the various F & B outlets at a time specified for each outlet. The linen is counted and fresh linen is given in exchange for the soiled linen. No excess linen is given, this helps in avoiding discrepancies.

**Uniforms**

The linen and uniform room is responsible for maintaining uniforms given to staff at all levels. The linen room attendants arrange the uniforms on hangers once received from the laundry. The employees are not allowed to carry their uniforms outside the hotel each staff gives their soiled uniforms to the linen department and fresh set is collected on exchange.

Each staff depending on the job is given the following number of uniforms.

	<u>Items</u>	<u>Numbers</u>
<u>Men/Women</u>	Shirts	3
	Trousers	3
	Waist coats	3
	Kitchen coats	3
	Blazers	2
	Shoes	1 pair
Men	Tie	1
Women	Sari	3
	Blouses	3
	Salwar Kameez	3

In addition to the uniforms the following items are also laundered and provided to all staff against soiled linen.

- Aprons
- Scarf's
- Towels
- Bedsheets
- Pillow covers

## **LAUNDRY**

The housekeeping department and laundry work very closely together. This relationship is important for every department in the hotel to function smoothly. The laundry is responsible to provide clean and hygiene laundry. The Leela Palace-Bangalore can boast of having the largest laundry in Bangalore equipped with the latest and automatic. American and Italian washing machines, dryers dry cleaning machines, labeling machines, calendar machines, shirt press, dummy press. John Pro an American product manufactures all the chemicals such as detergents, builder, starch, softener, spots and stains. The formulas are confidential are known only to 2 employees in the laundry.



## **Organization structure**

**LAUNDRY MANAGER**



**LAUNDRY SUPERVISOR**



**PRESSMEN/MACHINE OPERATORS**

## **Procedures followed by the Laundry department at Leela**

### **Palace**

The soiled linen that is brought in by the Linen and Uniform room, is sorted by item, and further sorted on color and laundered separately and pressed.

The butlers bring in the guest linen; this is checked by the Laundry Supervisor and tallied against the laundry slip. The slips are entered into the guest laundry register and then passed to the Laundry Manager, to

process the billing. There is a computerized system in place for billing. A hard copy is maintained, and acknowledged by the guest on receipt of his linen this is forwarded to the front office cashier. The linen brought in before 9.00 am is delivered the same evening Linen brought in after 9.00 am is delivered the following morning. The separate machines are used for guest linen.

#### **Process followed for washing linen**

- Wetting out
- Addition of detergents
- Washing
- Rinsing
- Drying
- Ironing

#### **FLORISTS**

There is a specific room allotted for the Florist. It is situated next to the Executive House Keeper's Office. There are 3 florists in charge of all the arrangements to be placed in the public areas, like the lobby, Reception, Business Center, Citrus Restaurant, the Library Bar, Banquet Halls, Guest Rooms. The Executive House keeper indents the flowers. The florists have been trained in Ikebana arrangements, and continental style of flower and

fruit and vegetable arrangements. The Leela has also won many awards for their exquisite arrangements.

### **THE HOUSEKEEPING DESK**

The housekeeping desk is the nerve center of the housekeeping department. It is the center of communication for the entire department especially to the front office department and also where all the functions plans and daily duties are distributed to the staff.

At the beginning of the shift the log book is read and a status of the days room position is made and accordingly work is allotted to the house men, all the house men have to report to the control desk and collect their pagers. After the allotment of work the key cards are handed over. And all the staff is requested to read the notice board at the control desk before proceeding to work. To keep themselves updated with all the happenings of the hotel. After the shift the room boys have to make a hand over at the control desk, hand over the pagers and leave for the day. The desk housekeeper keeps a constant check on the room status and informs the floor supervisors on departure, or request.

All the lost and found items are brought to the desk, a special registrar is maintained which contains all the details regarding the item found for example the name of the person who found the item, where it

was found, description of the article and so on. The articles are placed under lock and key. The desk also handles the entire guest request including the guest complaints.

### **Co-ordination with Front Office**

- Occupancy forecast
- Night report
- The status of each room and the percentage of occupancy and the category of the room
- Daily VIP arrivals and the VIP in-houseguest list.
- The daily-anticipated departure list.
- Group rooming list
- Room changes
- Daily arrival list

The housekeeping department must communicate the housekeeping status in an accurate orderly and speedy manner.

### **Co-ordination with Food And Beverage Service**

- Linen requirements

- Details of the function
- Flower requirements
- Cleaning timings
- Special requests

## **THE FOOD AND BEVERAGE**

### **SERVICE DEPARTMENT**

Understated elegance, unobtrusive yet attentive service and the finest in delectable cuisine will be just some of the pointers to the devotion to detail.

The food and beverage Service Department of the hotel is the most labor intensive, consisting of the largest department of employees. The department is split into several diverse sections working towards a similar goal of

efficient food and beverage service the department is manned by the F & B manager and assisted by the assistant F&B Managers and the various restaurant and banquet managers. The team's goal is to provide quality products and services on 24-hour basis every day of the year.

### **DUTIES OF THE FOOD AND BEVERAGE MANAGER**

The food and beverage manager is responsible for the efficient operations of all the outlets of the hotel, which is the private dining, restaurants, banquets etc.

This includes a managing a multitude of details with the supervisory of the outlets, such details include the food quality, inventory, cost control, training, room set up, cash control, and guest services to name a few. He keeps an eye on the new trends in food and beverage merchandising, cost control factors on food and beverage production, the food and beverage Manager works closely with the assistant food and beverage managers and

lightly skilled Chef. Constant supervision of products, employees and supervision and services is required to ensure a fair return on investment.

### **THE FOOD AND BEVERAGE DEPARTMENTS AT THE LEELA PALACE**

*The F & B departments at the hotel are*

- Citrus
- Jamavar
- The Asian bistro (opening shortly)
- Library bar
- Espresso Bar and pastry shop
- Private dining
- Butler Service
- Banquets

## **CITRUS**

As the name portrays, the restaurant is a vibrant, colorful and youthful. The Citrus is an all day brasserie with an attached bar, wood fired pizza oven and an open kitchen in the restaurant. Citrus has a show kitchen inside the restaurant where guests would be able to see the chefs in action. The Citrus is located at the lobby level. It can accommodate 140 guests, the inside has 80 covers and remaining seating is outside next to the waterfall and the greenery, which overlooks the poolside.

The dining area offers a choice of pizzas, pastas, continental, Asian and local food. They offer a wide variety of cocktails, mocktails, wines, and champagne they also have a variety of buffets.

The Citrus is the only restaurant serving breakfast. They have a buffet and Ala Carte. The restaurant is open from 7.30 am to 10.30 am. The buffet is a large spread of Indian, continental and Japanese food. It also includes fresh and dry fruit, choice of cheese's fresh fruit juices, cereals, breads, muffins, pastries, and yogurts. The buffet cost Rs.350/- exclusive of tax per person.

Their lunch buffet is another big spread of Indian and continental dishes. There is a big salad counter, desert counter that has over 15 different salads and deserts. The restaurant is flexible to the guests by giving them the choice in having only salad, or only main course or only desert buffet.

The buffet costs Rs. 460/- inclusive of 20% tax.

The salad Buffet costs Rs. 270/- inclusive of 20% tax.

The desert Buffet cost Rs. 300/- inclusive of 20% tax.

Their specially SEAFOOD BUFFET is on Wednesday evenings. They offer a wide choice of the different shellfish like lobsters, oysters, Cray fish, crabs and shrimps, Japanese sushi, Suimai, Californian rolls and salads. Being an open kitchen, the guests can choose, watch. And dictate the way they would like seafood cooked.



The buffet cost Rs.1500/- per person exclusive of tax.

The citrus have a SPECIAL BRUNCH AND CHAMPAGNE BUFFET ON SUNDAYS. Their buffet includes a barbecue's with a big variety of meats, shashlik, steaks. Four different soups, a large salad bar, continental, Indian, Chinese and Japanese food and a special children's menu. They have a live band playing western music.

The Sunday brunch costs Rs850/- exclusive of 20 % tax

The children's buffet cost 490/- exclusive of 20% tax.

The staff at the citrus work on 3 – shift basis, the morning, after noon and the night shift. The restaurant is managed by the assistant food and beverages manager and assisted 4 senior captain and 12 stewards and 2 restaurant hostess make reservations for the tables and escort the guest to the tables. All the food and beverage orders taken by the stewards on KOT are further entered into a touch screen computer which is inurn connected to the restaurant hostess make reservations for the tables and escort the guest to the tables.

All the food and beverage orders taken by the stewards on KOT are further entered into a touch screen computer, which is inurn connected to the restaurant cashiers computer, and also to the printer located in the kitchen. The restaurant cashier raises the bills. The software used in the restaurants is called 'SHOWMIN' The balance of the day sales is

made at end of every shift. The night auditor at the front desk makes the total of the sales of the day.

## **JAMAVAR**

The history of the Jamavar stretches over six centuries. A boundary less handcrafted fabric that illustrates the art and culture of a bygone and opulent era. A culinary tribute of fine Indian cuisine, uniting the north and south, to tantalize the palate and enliven the senses.

Jamavar is named after the shawl produced by the fibers of the sheep in the north of India. The restaurant is designed with some fine Indian paintings. And artifacts, a unique feature is the Jamavar shawl framed on the walls each costing on a range of 13 to 15 Lakhs. The lighting and furniture all designed to give the Jamavar a line dining exquisite look.

The Jamavar located at the lobby level can accommodate 100 guests, seating is also provided outside overlooking the gardens and water falls. The restaurant also features the Royal table, which can seat up to 10 guests; it may also turn into a private dining room. The restaurant provides a specialized form of service, which is carried out by 4 captains, and 4 stewards, the assistant food and beverage manager heads the department

The Jamavar is opened only in the evening for dinner on the weekdays and on Sunday for lunch, offering what they call the Bada Khana which comprises of a fixed vegetarian or a non vegetarian meal, offering an unlimited amount of kebabs, a main course and desert This will cost Rs. 680/- exclusive of taxes.

### **The Menu**

The menu offers a wide variety succulent vegetarian and non-vegetarian kebabs, seafood cooked in the Indian spices, Biryani cooked and served in the traditional earthenware pot The restaurant also offer's a fixed menu, consisting of starters, main course and a desert for a fixed price.

### **The Cover**

The cover, which consists of, the tablemat made of silk. The show plate and the cutlery made of EPNS made by Arun industries in Agra. The water goblets made of crystal, from a Swiss company called Scottswiezzle. The centerpiece is called an Urali, which is a bronze bowl filled with water and a floating candle.

### **LIBRARY BAR**

An elegant and exquisite bar situated at the lobby level, with the fine leather seating which can accommodate up to 45 guests, the antique chandeliers, and soft lighting gives the bar a sophisticated look.

This bar provides all types of beverages, classical cocktails, a variety of International brands of cigar and an array of French, Italian and Australian wines would be letting out classical services to the most discerning clientele.

### **Functions of the Bar**

The bar opens at 11 am, The first shift opens the stock of the liquor by noting down the quantity in each bottle into a stock control register where a constant check is kept by the food and beverage controller, This is repeated at the end of the shift. The day's sales are tallied with the computer and the KOT and then further sent for processing to the front office cashier.

The food and beverage controllers do the indenting of liquors for all the bars at the Leela Palace, they keep a constant check on the liquor consumption and any discrepancies will be reported.

### **Suppliers**

The management determines the terms and conditions to the suppliers.

Suppliers for Local Liquors, Wines, Beers, Brandy, Mixers

- Sapthagiri Enterprises LTD
- Anupama Wines
- Classic Distributor

**Suppliers for International Liquors, Wines, Beers, Brandy, Mixer**

- Brindco limited, which is a Delhi, based company.

**License**

CL6 A is the license acquired by the Leela palace which allows the sale and consumption of all the outlets serving liquor, including banquets and room service.

**The Shift**

The Leela palace employees 6 Bartenders, and a Bar Manager, who look after the service of liquor, cocktails and so on, the Bartenders work on a three shift basis. The Bar Manager is responsible for the functioning of all the

bars at the Hotel. The Citrus, Jamavar, Library Bar and The Royal Club Lounge

### **ESPRESSO BAR AND PASTRY SHOP**

A delicatessen shop the choicest pastries, sweets and snacks along with tempting ranges of hot and cold coffees, The shop is situated on the lobby level at the Leela Galleria, It is a 30 seater expresso bar offering an exquisite variety of Swiss desserts and bakery delights. The pastry shop also undertakes cake and dessert orders. It has a large display cabinet allowing the guest to select his choice of dessert.

### **PRIVATE DINING**

Private dinning is the round the clock service that is provided by the hotel for the in house guests. It is a specialized form of service allowing the guest to eat at the comfort in his room. Private dinning provides valet services, laundry services and in some cases carries out the work of the bellboy.

### **Functions carried out by the Private Dinning Staff.**

#### ***Order Taking***

The Room service order Taker, who takes down the order of the guest and hands it over the captain, takes the order. The order is then entered into the POS system, with the room member, name of the guest time,

waiter name, and time of the order. The waiter who handles the order has to maintain a card for security, which will contain the time in and time out of steward, which should be signed by the captain. A copy of the order is sent to the main kitchen, once the food is served to the guest the steward must take the signature of the guest on the bill and the amount will be directly posted to his account.

The Steward depending on the order has to also take care of the clearance minimum of 20 min for coffee and tea clearance and for lunch or dinner a minimum of 30 min must be maintained.

### **Mini Bar**

The replenishment and placement of min bar is done everyday during the morning shift, there must be a constant check on all the items placed in the min bar. The guest the bill is sent to the front office cashier for posting ticks off any consumed items on the Minibar checklist

#### *The items placed in the min bar:*

Miniatures of whisky, rum, vodka, coke, diet coke, sprite, cashew nuts, lays, chocolates and so on

### **The Turn Down service**

Before arrival of a guest or depending on the status the Private Dining is responsible for

- Placement of the fruit platter in each room
- Cookies and chocolates on the side of the bed

### **Valet service and Butler Service**

Butler service is the highly specialized form of service provided to all the Royal Club Members on request. It is a service, which can be called on 24 hours of the day. The guest can choose the butler he/she prefers. The butler carries out all the errands for the guest including.

- Picking up the guest laundry
- Shoe shinning
- Placement of news papers and magazines for the guest
- Packing of bags
- To prepare cocktails
- Booking of tickets
- Answering telephone calls and taking messages.

### **Inventory**

It is one of the most important duties done by the department, in which the actual stock of the various items like crockery, cutlery, glassware etc is



counted and compared with the standard stock and the breakage report is made to clarify and discrepancies.

### **BANQUETS**

The Leela Palace is par excellence and features the finest in conferencing and banqueting facilities Situated on one single floor the halls can seat from 20 to 500 persons.

The banquets are perhaps the highest revenue-earning department. When it comes to the service of food and beverage in a large number Leela takes the privilege of providing excellence in service. Sate of the art banquet set ups, finest audio and visual equipment, and innovating menus, which makes the Leela Palace Bangalore the best in its banqueting facilities.

### **Booking Procedure**

Banquet reservations are made at the banquet sales office located on the first level; they are responsible for the sale of the halls, up selling of the facilities, confirmation and negotiating prices. Before a booking is made the hall is checked for availability, if available the type of function the number of pax and the necessary details are noted down, an advance must be made for the confirmation of a hall, the guest may also discuss the menu with the banquet chef giving them a wider choice and personalized service

### **Types of Functions**

The usual types of functions held are

- Wedding and wedding receptions
- Conferences
- Seminars
- Board meetings
- Work shops
- Cocktail parties
- Theme parties
- Exhibitions
- Entertainment shows
- Pool side barbecues
- Interviews

### **Halls at the Leela Bangalore**

<b>Halls</b>	<b>Area</b>	<b>Dimension L*b*h</b>	<b>Theatre</b>	<b>Class Room</b>	<b>Banquet</b>
<b><i>Grand ballroom</i></b>	4950	99*50*20	460	210	150
<b><i>Royal ballroom</i></b>	2150	50*43*20	160	84	90

<b><i>Torrent boardroom</i></b>	1344	48*28*11	110	45	20
<b><i>Meeting room 1</i></b>	1015	28*28*11.5	60	50	45
<b><i>Meeting room 2</i></b>	696	24*29(11.5	35	30	20
<b><i>Meeting room 3</i></b>	660	22*30*11.5	30	35	30
<b><i>Meeting room 4</i></b>	512	16*32*11.5	15	10	8
<b><i>Meeting room 5</i></b>	304	16*19*11.5	10	6	10
<b><i>Alfresco venues</i></b>					
<b><i>Pool side</i></b>					

### **Menu**

The standard price of menu on a per head basis is Rs. 480/- exclusive of taxes; these prices will vary to about Rs. 1500/- in accordance to the cuisine the number of non-vegetarian items, the type of service etc.,

#### **The Standard menu would include**

- 3 varieties of salads
- Assorted Indian breads
- A rice dish
- 4 vegetarian dishes
- 2 non vegetarian dishes

- 2 varieties of desserts
- Papad/pickle/chutney
- Curd item

The hotel also offers silver service buffets, fork buffets, sit down buffets set up of live food counters etc., The hotel also offer diabetic as well as ayurvedic menus.

### **Beverages**

The guest is allowed to bring their own liquor but is charged an amount of Rs. 250 as corkage this will vary upon the brand and quantity of liquor.

The beer, soft drinks and mixers will be provided by the hotel and will be charged according to the consumption.

### **Audio Visual**

The Leela provides some of the best, and latest in audio visual aid charges will be according to the type of equipment, and time period.

- 3 M OHP
- OHP
- Carousel slide Projector
- Extra Tray
- Data Projector 640 x 480

- Data Projector 800 x 600
- SVGA/XGA/Led Data Projector
- Extra Channel with screen Video projector
- Video Projector
- Data player
- Laser Disc player
- 29" colour T.V.
- 21" Colour T.V.
- VCR with 29" color TV
- VCR with 21" Color TV
- CD player
- Beta Cam + B.V. portable Recorder
- Beta Cam deck
- U-Matic (Low Band/High Band)
- VCR Multi system
- P A System/Mixer/Bose Speakers
- Music System set
- Two in one
- Cassette player
- VHS cassette
- Audio Cassette

- Audio Recorder
- Speaker with Amplifier, Mixer and controller
- Display plasma
- 16 Channel Audio Mixer
- DVD Player
- LCD Player
- Cordless Collar Mike
- Extra Mike
- Cordless hand Mike
- Podium Mike
- Collar Mike

### **Function Prospectus**

The banquet function prospectus contains all the details necessary for the function, conference etc, it is prepared by the sales department and clarified with the guest before confirmation of shall. The FP will contain information regarding.

- Name of the booking party
- Date and time of the function
- The number of people expected and the number guaranteed
- The type of seating arrangements, the flower arrangements, the audio and visual equipment required

- Billing procedure-bill to company, cheque, credit card
- Menu, beverages, and the types and time of service
- Menu rate per person
- Nature and type of function

The copies of the FP are sent to all the departments of the hotel, front office, house keeping, security, engineering and maintenance, food and beverage production, food and beverage director, and General Manager.

**Tax Structure**

<b><u>Items</u></b>	<b><u>Luxury Tax</u></b>	<b><u>Service Tax</u></b>	<b><u>Sales Tax</u></b>	<b><u>Total</u></b>
<i>Food</i>	0	0	20%	20.00
<i>Alcoholic beverages</i>	0	0	0	0
<i>Non alcoholic beverages</i>			1.5%	1.50

<i>Mineral water</i>	0	0	1.5%	1.50
<i>Banquet hall rental</i>	20%	5%	0	25.00

## **FOOD AND BEVERAGE**

### **PRODUCTION**

The food preparation in professional cookery denotes preparation and cooking, it follows a flow pattern, which commences with the purchasing, and selection, their handling, processing and the ultimate presentation of the dishes to the customer.

The art of cooking is ancient; the first cook was a primitive man who put a hunk of meat close to the fire, which he had lit to keep himself warm. He discovered that the meat heated in the way was not



only tasty but also must be easier to masticate. From this moment from unrecorded past, cooking has evolved to reach the present level of sophistication.

### **CLASSES OF PROFESSIONAL COOKERY**

There are three classes of professional cookery associated with the craftsman and they are graded according to the quality of materials used.

1. **Cuisine simple**

Here the basic necessities are used and the craftsman produce dishes of the highest standard possible with the minimum number of materials.

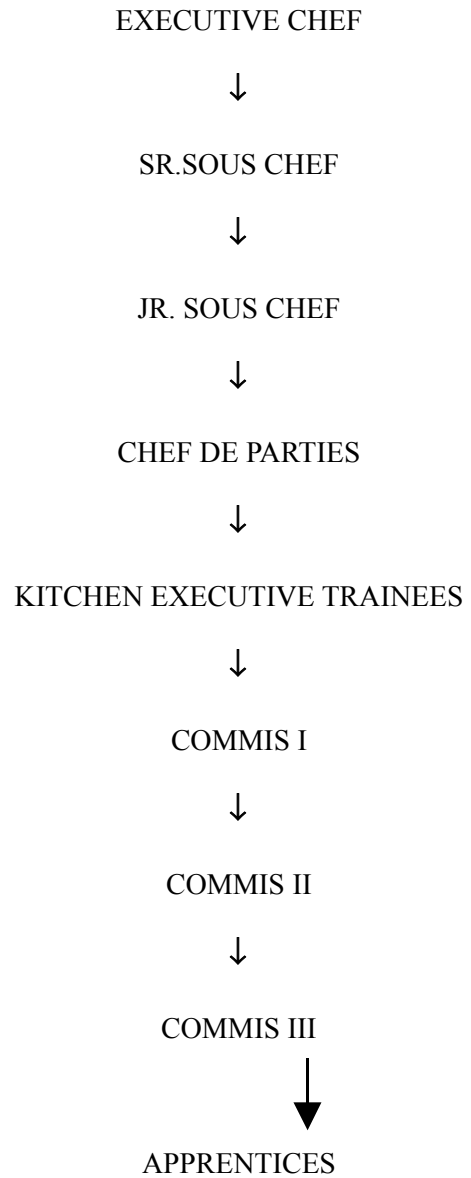
2. **Cuisine Bourgeoisie**

This type of cookery uses better materials and in the hands of the craftsmen these materials produce more complicated dishes of a better quality.

3. **Cuisine Haute:**

Here the best possible materials are used, the craftsmen use these materials to their best advantage and produce dishes of the best quality. For professional cookery this class is popular

## HEIRACHY



## JOB DESCRIPTIONS

### EXECUTIVE CHEF

The master of the kitchen and heads the entire department. He carries out both cooking and administrative work. He must have a strict sense of economy and efficiency. He is fully acquainted with the prices, market trends, and commodities in season and customer requirements. His principal function is to plan, organize, and supervise the work of the kitchen. His principal function is to plan, organize and supervise the work of the kitchen. He prepares the pre-determined percentage of profit and works in accordance with the policy of the establishment.

He is responsible for staffing, selection and dismissal in consultation of the personnel department. The chef is responsible for the quality of food and its presentation. He organizes food festivals, designs menu cards.

### **SOUS CHEF**

The sous chef is the assistant chef. Who understudies the executive chef in all his duties. It is the Sous chef who calls out the orders in the kitchen and supervises the service. He is mainly responsible for the efficient day-to-day functioning of the kitchen. The sous chef supervises the practical kitchen activities.

### **THE CHEF DE PARTIES**

For the different sections in the kitchen there are Chef DE partie, each chef is assisted according to the production load by one or more Commis. It is sometimes the practice where long operational hours apply. All the Chef De partie's may be regarded as foreman or supervisors of their sections. He is responsible for making the days indent for ingredients.

### **COMMIS**

The commis actually prepare the food and assist the chef. They keep the mis-en-place ready for the next day. They ensure the section is clean. They are also responsible for proper storage of foodstuff. They maintain and are responsible for proper functioning of all the equipment's used in the kitchen. Chef de partie's supervises them.

### **SUB-SECTION OF THE FOOD AND BEVERAGE DEPARTMENT**

#### **THE MAIN KITCHEN**

The main kitchen is located on the lobby level. It is the nerve center of the food production unit. The main kitchen is further divided into four sections, which are

### **The Indian Section**

The Indian kitchen is divided into 2 sections – *The South and North Indian*.

The NORTH INDIAN SECTION prepares the different gravies, *Biryanis, pulaos, kurmas, kababs, roties, nans, and parathas*. They also prepare the Indian dishes for the lunch buffet.

The SOUTH INDIAN SECTION prepares the breakfast such as *dosas, Idlies*, for the Citrus and room service. Each day a variety of dishes are prepared according to the menu.

### **Continental section**

This sections all the orders from the restaurant Citrus. It is one of the busiest sections, responsible for all the dishes for the buffet. They also manage the display kitchen and wood fired oven at the citrus. The display kitchen at the citrus prepares the *continental breakfast, meat and seafood barbecues and sandwiches*. The continental kitchen supplies the soups, snacks and sometimes-main course dishes to the banquet kitchen.

### **Oriental Section**

This kitchen is responsible for the preparation of all Thai, Japanese and Chinese cuisine for the Citrus, Private dining, and the Library bar. All the ingredients are imported from Thailand, Japan. They prepare a variety of Thai and Japanese starters and dishes like sushi, Kim pop, Californian roll, prawn packets.

### **Garde Manger or the Larder Room**

The larder room is the most spectacular and busiest section as there are responsible for all the salads, breakfasts, and hors-d'oeuvre for the buffets, banquets, barbecues and room service. The kitchen is situated slightly away from the main operations, to maintain temperature controls.

#### **The larder room is responsible:**

- To check quality and quantity of all the goods delivered from the Garde Manger
- That all the food stuffs are stored at the required temperatures
- Portion control
- To avoid keeping excess stock of ingredients
- To maintain the highest possible standard of hygiene
- To prevent any deterioration of food.

## **BANQUET KITCHEN**

The banquet kitchen is located on the banquet floor it is divided into 2 sections located on each wing of the hotel.

The kitchen in the west wing prepares the Indian sweets, snacks and Indian salads etc, the kitchen may also use for food preparation for larger functions. The kitchen in the north wing is responsible for the preparation of all the items for the banquet functions, which include a variety of gravies, tandoor items, Biryani.

The banquet kitchen is looked after the by the chef de banquet, who is responsible For organizing the service, co ordination with the chef de partie, numbers of arrivals of various dishes to the service area, he further arranges to what point the dishes are finished and to make the necessary arrangements to carry out the completion at the service point. The banquet kitchen has to co ordinate with the continental, Garde Manager, bakery, butchery, and the oriental kitchens for their requirement's he also assists the guests in setting menus. The dishes selected should be such that it will not require last minute dressing. The menu is elaborate and of high-class quality. Indenting of ingredients is done in accordance to the bookings for the day.

## **JAMAVAR KITCHEN**

The kitchen is located adjoining to the Jamavar restaurant at the lobby level. Which is the specialty Indian restaurant at the Leela Palace. The kitchen is specialized in preparation of authentic north and south Indian food

Jamavar has earned its name for its rich gravies, unparalleled kebabs, and the pot Biryani.

*The kitchen may further divide into 3 sections.*

### **The Tandoor section**

The tandoor is present in the open kitchen of the restaurant for the guests to see the tandooria at work, there are 2 tandoor ovens, and are used for kebabs and rots. There are three chefs who take care of the tandoor.

### **The Curry Section**

This section of the kitchen is responsible for the preparation of all the gravies, Biryani and snacks for the restaurant. Well-experienced chefs man this section.

### **The Pantry**

Is responsible for all the desserts, salads, and accompaniments. A single chef looks this after.

## **THE BAKERY AND CONFECTIONERY**

The hotel has a separate and very sophisticated bakery, which indigenously prepares all the chocolates, cookies, breads, pastries, desserts, and cakes that are sold in the expresso bar. Beside this they also supply desserts, pastries



and breads, for the buffets at citrus and the banquet department. The pastry cook has a different status but certainly not less than any other chef at the hotel, their work is specialized, and responsible for the special display work, and supply to the main kitchen different pastries.

*The bakery can be further sub divided into the*

- Bakery
- Pastry section
- Chocolate room

### **Bakery**

This section is responsible for the preparation all brads, buns, bagels, French brads, pizza bases, soup sticks, dinner rolls, bran brads, etc. The bakery is well equipped with 5 storied ovens, which can up to a large capacity. The ovens are thermostatically controlled the basic preparation of bread is during the night shift.

*Some of the pastry dough's prepared*

- Short pastry/sweet short pastry
- Puff pastry

- Danish pastry
- Choux pastry

### **Pastry Section**

The work of this section is normally separated from the bakery and is self contained in the matter of cold storage the function is to prepared hot and cold desserts for lunches and dinners at the buffets at citrus, the espresso bar and at the banquets the art of pastry includes work like colored sugar to make decorative center pieces, fashioning of praline to make decorative objects, work with fondants and icing sugar.

### **Pastry mise-en-place**

In common with the larder and kitchen departments, the successful running of the pastry depends on the adequate mis en place

The following list is the most essential pastry preparations w for the easy preparation on gateaux, trifles, tartlets etc, these are available and kept in the refrigerator but, not at freezing point become difficult to manipulate if frozen.

- Creams, butter cream, frangipani, cream patisserie, creamed rice.
- Pancake batter

- Coyotes of fruits
- Genoise
- Swiss rolls
- Finger biscuits
- Meringue

### **The Chocolate Room**

The chocolate room is an air-conditioned room located slightly away from the bakery and confectionery. It is where all the chocolates are prepared for the private dining and they are also sold at the espresso bar. The preparation of chocolates requires a lot of skill and patience.

#### *Some of the chocolates made are*

- Nougat chocolate
- Almond rocks
- Truffles
- Walnut chocolates
- Liqueur and liquor chocolates

### **BUTCHERY**

The butchery is located on the –1 level of the hotel, it is responsible for the supply of meat, chicken, fish and sea food to all the different kitchen of the hotel, the butchery is an air conditioned room with a large cold room and a deep freeze for the storage.

*The butchery is further sub divided into*

- Meat section
- Sea food section

**Work process in the Butchery**

- They are responsible for supplying the various cuts of meat chicken and fish
- Cuts of bones of chicken, beef and mutton for the preparation of stocks
- After the products are cut they are then put into butchery bags and labeled to identify with the cut of meat, and the quantity and the type of product.
- Packing is done in packs of 5 kgs, 3 kgs and 2 kgs
- The fresh meat brought in by the suppliers are packed and placed in the deep freeze and used for the next day's requirements.
- The production of the day is noted down against the date in the product book

- All the requisitions made have to be noted down in to a register, which contain the time, the name of the department, the type of and the quantity of meat, and signature of the person picking up the requisition.
- At the end of the day a record is made of the total supplies and hands it over to the head chef.

### **Equipments**

Various modern day equipment's are used in the butchery

- Rotating blade
- Saw
- Mincing machine
- Chopping machine
- Poly vinyl topped tables
- Choppers
- Sterilized drawers for knives
- Cutting boards
- Walk in cold rooms
- Deep freeze
- Plastic and steel containers

**CHAPTER VI**  
**ALLIED DEPARTMENTS**

## **FOOD & BEVERAGE CONTROLS**

Food and Beverage control is a must in every catering establishment, which wants to run it in a very organized manner. Food and Beverage control helps regulate the cost, pilferage etc, without it the revenue of the establishment cannot be kept in check

The cost of food and beverage in a commercial sector is usually within the range of 40 % of the total operating cost. The food and beverage control controls all the functioning through food cost control and portion control.

### **The main objectives of F & B Control are:**

#### **To regulate and guide income and expenditure**

Food and Beverage Control helps to provide a pricing policy for the food depending upon the establishment They price the food depending upon the factors like spending power of the people, market considerations, prices of the competitors etc.,

To prevent wastage of food and other materials due to over production, failure in using, wrong methods, inexperience etc. This decreased the profit margin.

Prevention of pilferage of food by staff and guest should be checked on and as well as prevented.

**Portion control**

It plays an important role in pricing the dish as well as satisfying the customer i.e., he should feel that he is getting worth for the money he paid.

The portion and ingredients of two dishes may vary e.g. number of pieces in a chicken dish, number of scoops of ice creams. One may not be able to give a very elaborate portion for the competitive price but there should be some kind of standardization. The main objectives of standard portion size are that the customer is assured of the quantity of food for the price they are charged.

Usually the chef or the F & B Manager is in-charge of this. Both the service as well as production department must be aware of these portion sizes, which differ, with the nature of food.

Soup is portioned by number of ladles

Ice creams by scoops

Milk, coffee, etc, by glass or cup

Meat, poultry, etc by weight



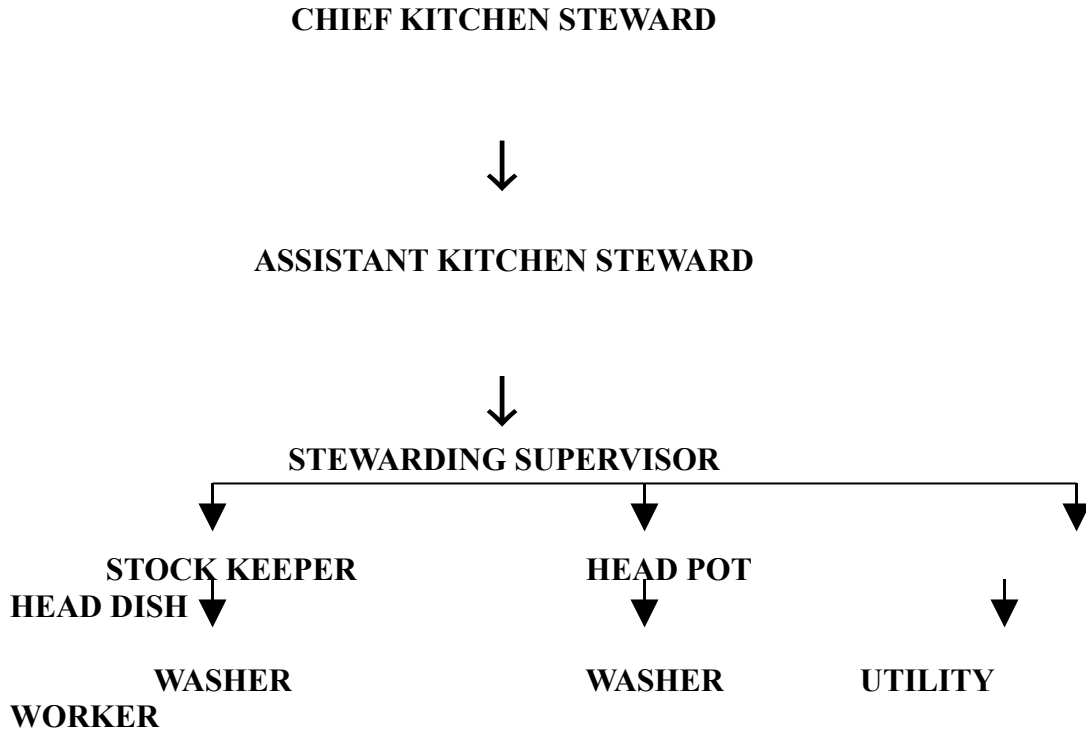
In order to ensure portion control the food and beverage should

- Specify standard portion for each item like 115 gms of beef for steak and scoop for ice cream
- According to establishment and customer needs e.g. age activity, time available
- Proper usage of standard portion control in food production area
- Use pre-portioned pre-weighted food
- Avoid wastage by over production, over filling etc
- Use portion control serving aids of service point

### **KITCHEN STEWARDING**

This department is there to deal with upkeep of the cleanliness of all the back areas; the stewarding takes care of all service areas of the hotel. Service areas where guest interference is absolutely nil and these areas are used only by the hotel staff. The main work done by the department is wiping the floors of all service areas, washing cutlery and crockery of all the restaurants, electroplating the silverware etc.,

### **THE HIERARCHY OF THE DEPARTMENT**



The utility workers have many jobs to do once they are on duty. The cleaning of all the corridors and the locker rooms every morning. First soap solution is sprinkled on the floor and then it is scrubbed with the help of a long handled brush. Then this water is cleaned through the water outlets with the help of a Patti.

This process is known as the Dhulai. This is done quite often during the day as all the staff uses these areas. In case of kitchen, back areas of restaurant, etc., dhuali is done every four to five hours, as these areas need to be

absolutely clean. The utility workers also change the garbage bags from the kitchens and restaurants back areas every six to seven hours and take the garbage to the garbage room, where they are sorted and disposed according to their type. The Garbage room is kept under lock and key.

The various equipment's used by the stewarding departments are simple ones. Like dishwasher and glassware washers are installed in the various restaurant back areas. There are in total 5 dish washing machines and 4-glass washing machine.

**Dish Washer and Glassware Washing Machine Are present at**

*Banquets, Citrus and Jamavar*

All the cutlery and crockery, hollow-ware that is brought from the restaurants are stocked in plastic jalis. Glasses have separate jails to hold them. These jails are passed through the wash where water is sprayed with great force. It washer all the food particles and oil from the dishes. The dishes are then taken out and wiped dry by the steward of the restaurant.

Most of the cutlery used in the restaurants is EPNS (Electro plated Nickel Silver) since they are used on a daily basis the silver lends to war off after each wash and polishing so they need plating again. Electroplating of the cutlery is taken care by the stewarding department whenever the plating comes off the cutlery, they are kept separate and given

for electroplating. The electroplating room is present on the banquet terrace where all the equipment's required for this are kept.

Separate registers are maintained on the work done by the stewarding department. Purchase of all crockery, cutlery, and glassware in all looked after by the stewarding department. There is always a stock of cutlery maintained by the stewarding department when any restaurant gives cutlery to be electroplated, it is counted and the same number of fresh cutlery is issued immediately brasso of chaffing dishes is also taken care by the stewarding department.

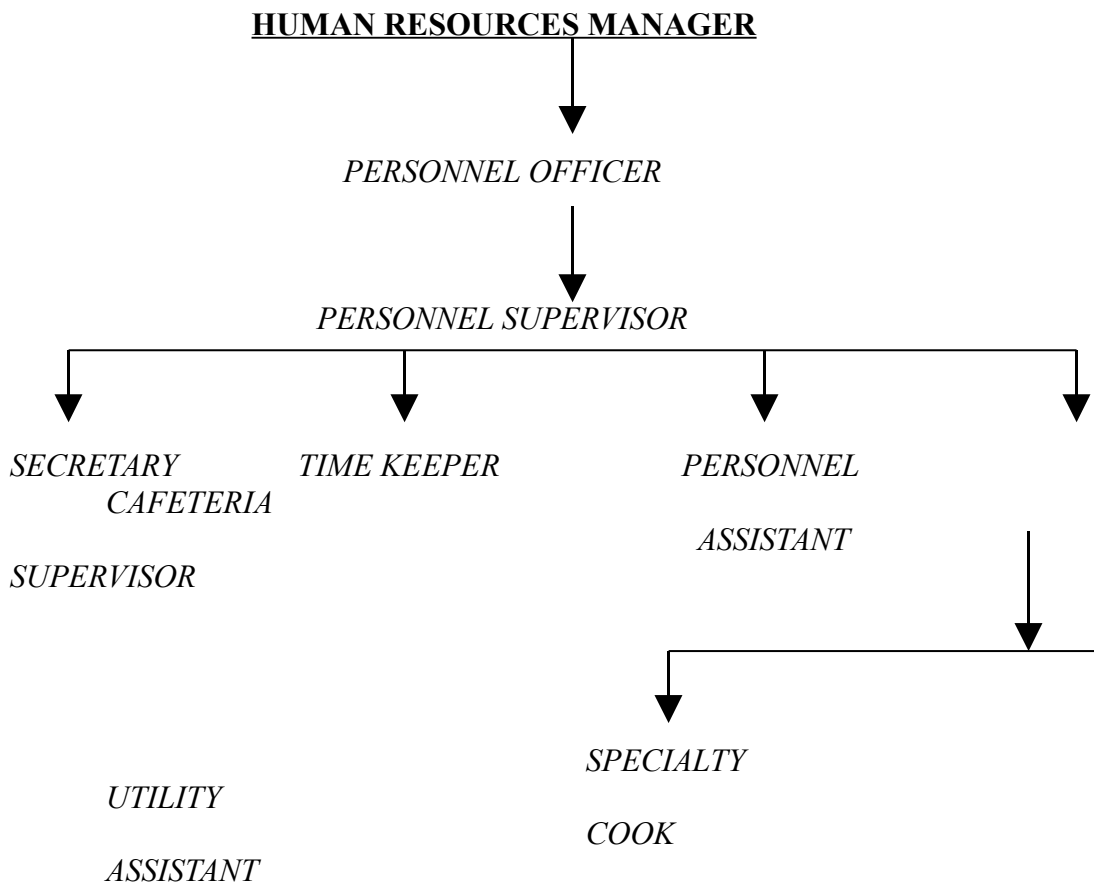
#### **Files Maintained in Stewarding Department**

- 1 Attendance Register
- 2 Stock Register
- 3 C.G.S. Register
- 4 Remarks book
- 5 General Log book
- 6 Requisition file
- 7 Purchase Requisition
- 8 Job order Book
- 9 Triplicate Book
- 10 Staff Status File
- 11 Duty Roaster Book

## PERSONNEL DEPARTMENT

Personnel management is a general term that means the total function of recruitment, selection, development and utilization of the employees, executives as well as rank and file workers. It is a part of general management, which is concerned with the people at work. This department assists within the acquisition, development and retention of human resources necessary for the organization.

### THE HEIRACHY OF THE PERSONNEL DEPARMTENT





*COMMIS*

### **OBJECTIVES OF PERSONNEL DEPARTMENT**

- To give meaning and purpose to the job of employee
- To maintain a high level of motivation and morale
- To ensure that the employees are properly qualified and trained
- To minimize absenteeism
- Setting recruitment policies
- Setting training policies

### **FUNCTIONS OF PERSONNEL MANAGEMENT**

Personnel Management involves two categories of function, managerial and operational.

### **BASIC MANAGERIAL FUCNTIONS**

- Planning
- Organizing

- Directing
- Controlling

The personnel manager performs these functions

### **THE OPERATIVE FUNCTIONS**

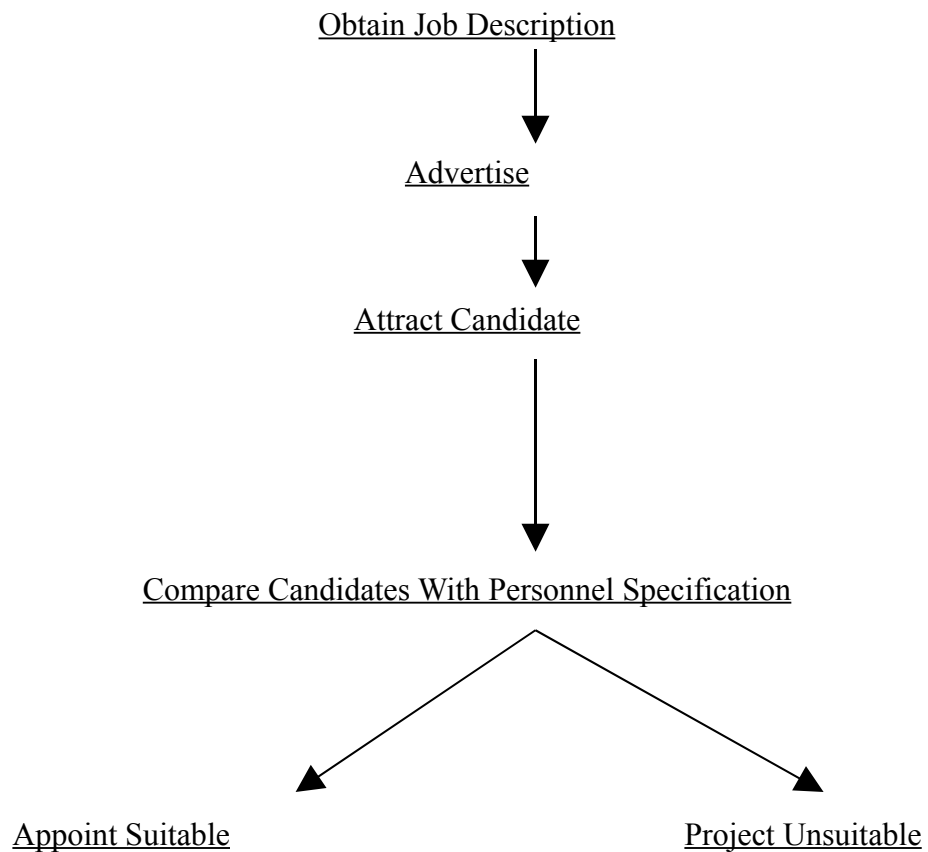
- Procurement
- Development
- Compensation
- Integration

### **Merz Café (Staff Canteen)**

The personnel department manages the staff canteen. Personnel manager recruits the staff for the canteen and they work from morning 0600 hrs. to 2030 hrs. They are mainly responsible for preparing the staff meals and for the upkeep and cleanliness of the cafeteria and the kitchen. Personnel supervisor is in-charge of issuing raw materials to the cafeteria staff for the preparation of the food for the staff meals. He is also responsible to check the register to find out the total number of staff eaten in the cafeteria and on which days and their different shifts.

## Recruitment Procedures

The procedure followed by the personnel department for the recruitment procedure can be explained clearly by the following flow chart.





Send Confirmation Letter

Send Reject Letter

## **TRAINING DEPARTMENT**

Training department is also a part of the Personnel departments only. The personnel department has a separate manager for the training department or sometimes the personnel manager himself is the training manager.

In this department the students from different catering institutes, graduates, trainees, and management trainees are given training in the hotels in its various departments

## **FUNCTIONAL CHART OF THE TRAINING DEPARTMENT**

Training Manager



Assistant Training Manager



Secretary



Training Executives

## **PURCHASE, RECEIVING AND STORES.**

Purchase department is the smallest department of all in Leela's. It is located at in Level-2 net to the Leela Cafeteria. This department is responsible for the entire purchase of the hotel.

### **PURCHASE**

This is the department, which comes in contact with all the types of market and vendors. As it is responsible for all the purchases it is very important to exercise control when food is brought, stored, prepared

and marketed. An appreciation of the marketing system its sources of supply, its seasonal pricing and its other unique characteristics are necessary.

When the hotel purchases a product or service, a purchase order is issued to the vendor A purchase order itemizes the products or services to be purchased. Purchase Officer signs the purchase order. A signed purchase order is a legal contract between the hotel and the vendor. In each product to be purchased, the product name, brand name or description, quantity, unit price and extensions are indicated. The extension is calculated by multiplying the quantity ordered by the unit price.

### **Purchase Order**

The order is written on the official form known as the purchase order, usually made in the triplicate and is signed by the General Manager and Purchase Manager. Some order are placed by telephones but still must be covered. All orders will have a number printed on the page. The top copy is sent to the supplier and is used as a means of obtaining for the goods supplied.

The second copy is kept in the stores for checking against the delivery note

and the invoice and when the guest arrives and for entering into the filing system. The third copy remains in the book and for any queries that may arise any alteration like a short delivery or non-availability should be noted on it. The order could be handwritten or typed in and prices can be entered as agreed from the price list as issued by the supplier

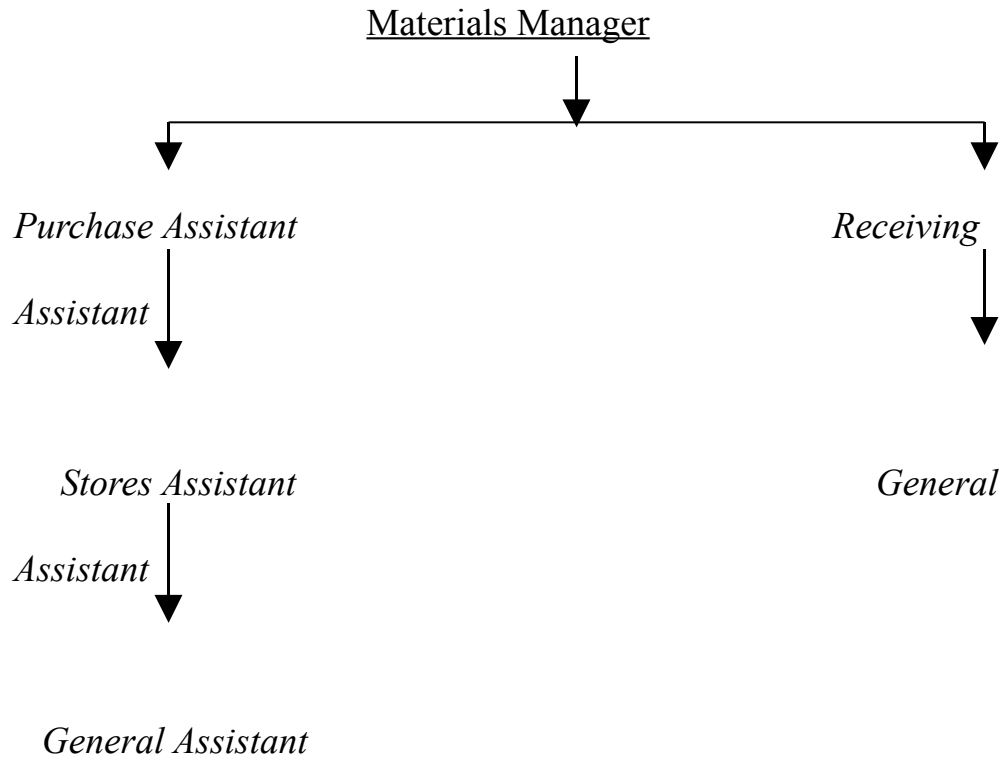
### **Department Purchase Requisition**

It can be originated from various departments and sections of the hotel such as kitchen, dining room, front desk, housekeeping etc. As per the requisitions the stores, issue the particulars requested by the department. This purchase requisition is later filed and recorded in a filing cabinet in the stores department can be used for any further clarification.

### **RECEIVING**

What goes on in the back door can make or break a smooth hotel's operations. The basic function of the 'receiving department' is to check the quantity and quality of perishable goods like meat, fish, vegetables, fruits, etc, The chef inspects the quality and after his approval the items are taken for the weighing and accepted into the account.

**HIERARCHY OF THE RECEIVING DEPARTMENT**



**STORES**

Stores in Leela Palace are divided into two section

- General stores
- Sub stores

### **General Stores**

It is located in the department itself. All the items are received and stores in this department. Altogether there are 2000 items that are stored in the general.

### **Sub Stores**

This is the secondary stores and is located near to the kitchen. The requirements for the preparation of the various items are bought and stored in this store.

### **Store Purchase Requisition:**

This is prepared by the purchase department to bring the supplies in relating to the monthly consumption and the stocks. Purchase officer prepares a copy of the purchase requisition and submits to the general manager for verification. It gives the following information about the purchase to be held.

### **Stores General Indent**

It can originate from departments such as kitchen, room service, etc. All signed made up and distributed as required. It gives details such as

description of requested item, the code, quantity, ledger folio number, issued by, received by and the signature of the head of the department.

### **Stationery Requisition**

It is used for the stationery items required by the different departments of the hotel.

### **Terms and conditions**

Terms and conditions are given on the reverse side of the purchase order. These terms and conditions are to be agreed by the supplier.

### **DELIVERY**

Although the order is placed for supplies to definite destination as mentioned on the reverse supplies shall dispatch the goods to any other works or site under the company's management if so required by the company.

Should supplier's fail to execute orders or part any there of as stipulated. The company shall be free without any notice to the supplier, to purchase the undelivered goods from the market at supplier's risk and cost and suppliers shall reimburse the company in respect of any laws and damage arising from the failure to delivery the goods.

### **Freight Receipt**

Clean freight receipt together with the bills in duplicate should be sent direct to our Accounts department without less of times so as to avoid demurrage.

### **Packing**

Clean freight receipts shall not however be considered or sufficient proof that goods are securely packed, any breakage, damage or pilferage in transit arising from faulty packing shall be borne by suppliers.

### **Quantity**

Goods will be paid for on the basis of net quantity received by the company irrespective of the weight indicated in the supplier's notice.

If the quantity received is found to be in excess of the quantity ordered the company shall be entitled to reject the excess supply.

If there be any discrepancy between the number, dimension, volumes and or weight of the goods requisitioned by the company and those supplied, the supplies should bring such discrepancy to the notice of the company before dispatching the goods.



### **Samples**

Before proceeding to execute this order suppliers shall obtain the company's previous approval of the sample to such goods as have to be obtained from foreign countries or manufactured to suit the company's special requirements.

### **Quality**

The company shall be free to reject the goods unless competent Officer of the company whose decision shall be final and binding on suppliers approves their quality.

### **Rejected Goods**

Rejected goods lying at the companies premises will be at suppliers risk and be removed by them at their own cost immediately on receipt of advice from the company to this effect. The company shall be entitled to recover from the suppliers the full amount to freight and other charges. If any incurred in respect of rejected goods. The company shall be free to rectify any minor defects of rejected goods in its own works and debit the cost of such rectifications to the supplier.

### **Payment**

Payment will be made within 30 days from receipt of bills or as may be otherwise specified by the company in this order. The suppliers should submit their bills in duplicate to the accounts department. Sales Tax declaration forms wherever applicable will be sent while making payment of your bills.

### **Arbitration**

Any dispute arising out of this order will be subject to arbitration while the general manager of Leela Palace or any local officer of the company appointed by him in this regard.

### **Groceries and Provision Cost-cum-issue sheet**

Raw materials are important for production. To obtain the raw materials from the purchase department the kitchen head should submit a detailed groceries and provision cost-cum-issue sheet to the purchase department. The chef-de-party will look at the menu for the following day and decide the amount and kind of goods required producing that number of dishes. He will then write out a list, submit it to the head chef (executive) for his approval. The chef counter-signing should be experienced enough to judge whether all of the items required and have the authority to delete or add any items. All the signed sheets are sent to the purchase and the orders are made out and distributed as required.

## **ACCOUNTS AND FINANCE**

This department keeps track of all the money transactions of the hotel. The uniform system of accounting is followed in the hotel, in respect to the hotel income. The accounts and finance department do analyzing all the accounting activities that are planning, budgeting. It is also responsible for preparing financial reports with regard to income and expenditure. The accounts and finance department at Leela Palace has 4 main functions they are: -

- Accurate Accounting
- Effective cost control
- Accurate forecasting
- Financial Reports

### **Accurate Accounting**

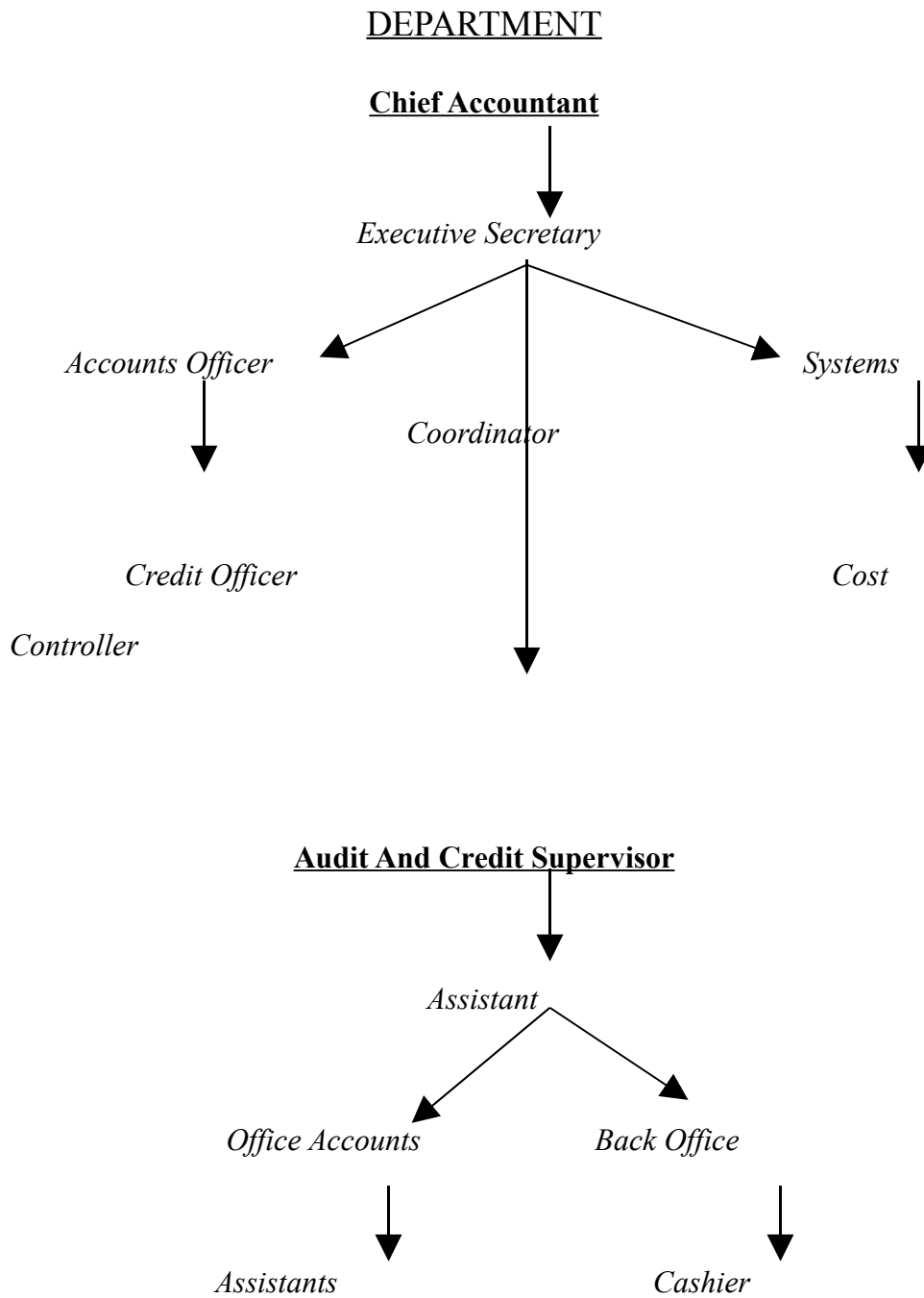
Accurate accounting is the responsibility of the hotels accounting department, most accounting functions are of a technical nature and require specialized training and experience. However, all the various department managers and assistants to them employed by the hotel must understand the basic accounting concept.

The main revenues of the hotel are produced by the sales of the rooms supplemented by the sales from the various outlets such as service outlets, laundry, health club, telephones, etc., Revenues are received directly from the customers or their employees and indirectly from the hotel representatives, travel agents, tour whole-salers and credit cards. The total revenue received by the hotel is called "Gross Income" From the gross income the hotel must deduct operating expenses such as utilities, payrolls, telephone expenses and advertising costs and forth to determine the "Profit"

The various activities that are required to track the income and expenses, determine the profits and plan for the future are responsibilities of the accounts and finance department. The controller or the accounting officer is the highest authority in the accounting department. He directly report to the executive directors of the hotel and is responsible for planning and implementing accounting procedures, supervising the accounting staff and preparing the financial reports. The account officer's 2 most important responsibilities are the analysis of the income and the control of the operating expenses. The main job of the book keeping staff is to post the charges and payments to the guest accounts and to maintain detailed

records of the money owned to the supplier. A purchasing manager is responsible for the researching of the availability and the pricing of the supplies and the equipment and assuring purchase orders

## HIERARCHY OF ACCOUNTS AND FINANCE



## **TOOLS USED FOR ACCOUNT**

- Guest checks, invoices and receipts
- Cash receipts journal
- Accounts receivable journal
- Cash disbursements journal
- Purchase order
- Accounts payable journal
- Payroll journal
- Sales reports

### **Invoice**

Every guest who checks into a hotel receive an invoice, called a guest check, the total charges incurred by the guest during his stay are found out. The charges include room charge, tax, room service laundry charges etc., On checkout the charges are itemized on a guest check along with the balance or amount due. An invoice or a guest check is a request for the payment. When a guest check is presented, the guest is requested to settle the amount by paying the balance and a paid receipt is given to the guest when the account is settled.

### **Cash Receipt**

Cash receipt revenue received by the hotel from the various sources for accounting purpose, any transaction paid by cash, traveler's cheques or credit card is a cash receipt. A journal is a bookkeeping device, accounting information is entered daily. Revenue received from daily sales is entered in a cash receipt journal.

### **Accounts Receivable**

When the product is sold on credit basis, the money owned to the sellers is an account receivable. A hotel's account receivable is charged to the clients with approved credit usually corporation accounts. Credit card payments are treated as cash transactions and are not entered as accounts receivable. An accounts receivable journal, also called the 'City Ledger's is used to document money owed to the hotel on account.

When the payment is done, the amount is entered in the credit side. The balance side shows the current amount owed by the client after each debit or credit has been entered. When a debit is entered, the current amount is added to the prior balance, to the current balance. When a credit is entered, the amount is subtracted from the balance forward to calculate the current balance.

### **Cash Disbursements**

This is any payment that is made by the hotel for any operating expense. Most disbursements are cheques issued for items such as real estate loan payments, payrolls, taxes, telephones, and utilities, cleaning supplier, linen and so forth. A cash disbursement is used to record the payments to the customers and the other payers.

### **Purchase Orders**

When the hotel purchases the product or service, a purchase order is issued to the vendor. A purchase order itemized the product to be purchased and states shipping and pricing information. An authorized supervisor or purchase officer must sign the purchase orders.

### **Accounts payable**

Money that is owed by the hotel to vendors is called accounts payable. When a purchase order is issued and account payable amount is incurred. An accounts payable journal is used to record each amount as it is incurred. Purchase orders are kept in physical files to support the entries in the account payable journal.



### **Payroll Journal**

Wages and salaries paid to the employees are entered in the payroll journal. Deductions such as income tax with the holding workers compensation payments and union dues are also posted in these journals.

### **Sales Report**

Every night the previous day's business that is sales and statistics are summarized in a daily occupancy and gross profit report. This report is used to analyze the hotel sales and occupancy and gross revenue report. The report is used to analyze the hotel sales and occupancy and gross revenue report. The report is used to analyze the hotel sales and occupancy to compare this information with the room sales forecast.

The daily occupancy and gross revenue report is controlled by the various departmental heads to evaluate the performance of the staff. The report enables each head to see the impact of his or her department on the hotel's total income.

### **Guest Ledger Transcript**

For the weekly bill all the amounts are recapitulated in the guest ledger and is sent to the accounts department after the completion of the audit. This is record4ed in the monthly income journal.

### **Visitors Tabular Ledger**

This is used for a day to maintain the daily accounts of the in house guests in a tabular form audit, which contains both debit, and credit columns. In the end it is transferred to the guest folio and the visitors tabular ledger goes to the accounts cashier.

### **Guest Folio**

When a guest checks in a folio of his name is opened in which all the credit expenses of the guests are noted down. The daily amount is calculated and is brought forward by the night auditor.

### **Financial Report and Forecasts**

In addition to accurate record keeping the back office is also responsible for the timely preparation of financial reports and forecasts. Financial reports are essential for determining the status of the business and making accurate decisions about the future.

The department produces four important statements, they are

- Balance sheet
- Operating systems
- Sales forecasts

- Operating Budgets

### **NIGHT AUDIT PROCESS**

The Night Audit focuses on two areas.

- The discovery and the correction of the front office account errors and
- The creation of accounting and management reports.

From an accounting point of view

Guest and non-guest accounts are compared with source documents from revenue centers to prove individual transactions, entries and account totals.

Discrepancies found during the night audit are corrected so that the front office accounting system is in a balance.

From a management reporting point of view

The night audit provides important information such as average rate, occupancy percentage, number of groups etc.

Following are the steps of night audit.

- Complete outstanding postings
- Reconcile room status discrepancies

- Verify room rates
- Balance all departmental accounts
- Verify no show reservations
- Post room rates and taxes.
- Prepare a required report
- Prepare cash receipts for deposit
- Clear or backup the system
- Distribute report

### **CO-ORDINATION WITH OTHER DEPARMTENTS**

This department in Leela Palace co-ordinate with all the other departments for all the bills and vouchers. This department comes in close contact with all the staff members of the hotel concerning the payment of the salaries and wages to their staff. All the departments like House keeping, Front Office, F & B Service outlets, Banquets come in daily contact due to the financial transactions.

**LEELA PALACE  
BANGALORE**

Valid

for Three Months

**ENCASHMENT CERTIFICATE**

Serial No.....  
.....

Date...

We hereby certify that we have purchased today Foreign  
Currency from (name in Capital letters).....  
..... holder of Passport No.....Nationality...

Room No.....and paid net amount in Rupees  
after adjusting the amount towards settlement of bills for  
goods supplied /services rendered as per details given  
below.

A. Details of Foreign currency Notes/ coins/Travels  
cheques purchased

Currency Purchased (including clearly notes and Travels cheques separately)	Unit (Amount)	Rate		Rupees Equivalen	

### **SALES AND MARKETING**

A sales department is particularly very essential in large hotels and those with convention and banquet facilities. The General manger participates actively in this area for and basic reason. First sales and their development is a long-range activity of the hotel and the second sales policy of the hotel interwov3en with the image of the hotel has in the eyes of public and GM wishes to enhance that images. This department may have Sales Manager who assists the GM on sales calls. The GM and Sales Manager prepare a budget for the year sale of rooms and the conference hall. They try and achieve the budget by the end of the year. This is done with a lot of planning and research.

This would be achieved by a contract with one or more travel agents in and outside the town. And for selling the conference hall the sales team should contact various companies and other business firms.

Marketing is the designing of hotels to suit needs of potential customer. Marketing strategy is what encourages a guest to choose ones hotel rates than its competitor. The most important element in developing this business is the creation of a good personal relationship between sales representative and executives of companies.

### **SALES PROCESS**

Establish Sales Effort



Identify Sales



Develop personal Prospect selling



## Qualities Sales Effort

### **DETERMINE SCOPE OF SALES EFFORT**

Size of Sales



Sales Facts



Accounting



Evaluate

### **Performance**

- Sales Function
- Sales program
- Sales organization
- Personal direction
- Sales direction
- Co-operation



### **Product**

- Development
- Prices Terms condition
- Physical handling

### **Market**

- Market Research
- Completion Project
- Distribution
- Relation with Customer

### **SALES AND MARKETING**

Successful selling not only maximizes the profitability of the hotel more so assist every customer's satisfaction by offering food, accommodation and services that a price the guest can afford. Marketing is the designing of hotel to suit the needs of a potential customer. It also

encourages choosing ones property rather than others. The key to its success lies in effectiveness.

### **FUNCTIONS**

Sales and marketing department of a hotel makes propaganda of facilities available

- By correspondence
- By personal contact
- By offering discounts to institutions, embassies etc
- By advertising

### **The sale of hotel facilities include**

- Rooms
- Banquet rooms/Conference Halls
- Club facilities
- Health Club facilities etc.,

### **ORTGANISATION HIERARCHY**

Sales And Marketing Manager



*Supervisor*



*Airport Representative*



*Sales Assistants*

**CO-ORDINATION WITH OTHER DEPARTMENTS**

**FOOD AND BEVERAGE SERVICE**

Gets revenue by selling the different facilities of F & B service, banquets halls etc.

**Kitchen**

By selling food and beverage with the help of advertising. Sales department draws out various staff members of other departments for human resources for help

**FRONT OFFICE**

For marketing and selling of different kinds of rooms and suites with the help of advertisement.

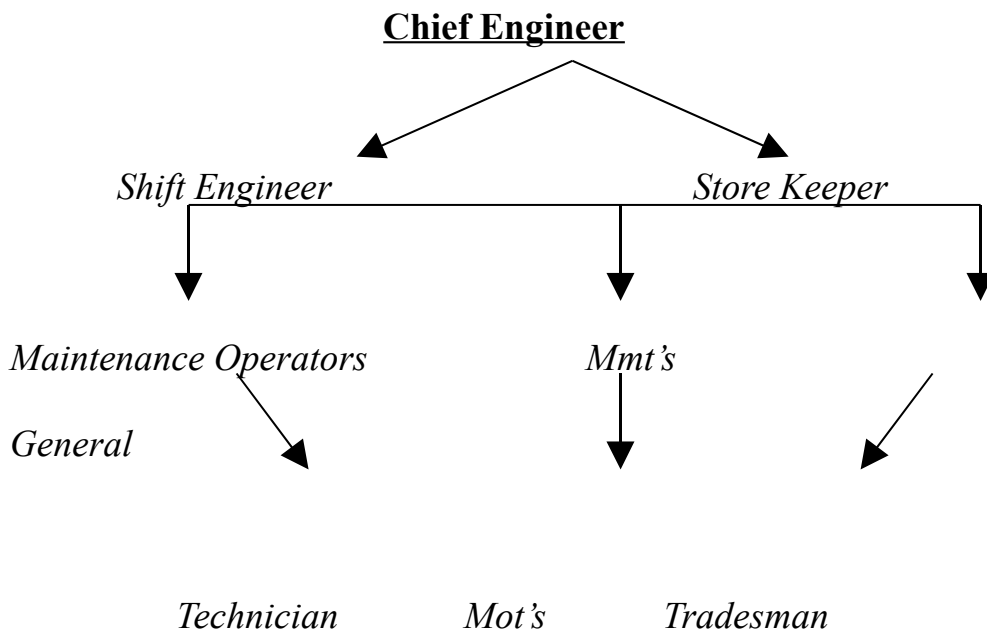
## **ENGINEERING & MAINTENANCE**

The members of the engineering department perform their jobs almost entirely behind the scenes. This department is of great importance to both the operation and the profits of the hotel. Power and lighting expenses are a major cost of operation and maintenance problems could produce serious revenue losses if guests are affected. This department takes care of the repairs and the maintenance work to be done in all the area. All the out of order room repairs are their responsibility. The engineering and maintenance department undertakes all the electrical and plumbing works and also other maintenance work. This department is also responsible for the electrical and maintenance for the upkeep of the hotel. Different activities undertaken by this department are:

- 1 Electrical lighting system
- 2 Plumbing system
- 3 Heating and ventilation
- 4 General building maintenance and repair
- 5 Maintenance of exterior grounds
- 6 Fire fighting (initial stages)

## HIERARCY OF ENGINEERING AND MAINTENANCE

### DEPARTMENT



### KINDS OF MAINTENANCE ACTIVITIES

There are three kinds of maintenance activities, which are

#### *Routine Maintenance*

These activities are those activities, which relate to the general upkeep of the property. It is carried on a daily or weekly basis and requires relatively

minimum training skills. These are maintenance activities, which occur outside of a formal order system and for which no specific maintenance record (time/minutes) are kept e.g. sweeping carpets, cleaning guestrooms, replaced fused bulbs etc The housekeeping department carries many of these routine activities out. Proper care of surfaces and materials by the

housekeeping department personnel is the first step in the overall maintenance program for the properties, furniture and fixtures.

### **Preventive Maintenance**

It consists of three parts i.e., inspection, minor corrections and work order initiations. For many areas within the hotel premises are performed by the housekeeping department personnel in their normal course of duty e.g. room attendants inspections may regularly check guestrooms for leaking faucets, faulty, cracked bathroom fixtures and other items that may call for attention by the engineering department. Attending to leaking faucets and improper cracking around the sinks and pipes can control maintenance cost by preventing greater problems such as ceiling or wall damage in the bathroom. Such maintenance projects a physical investment and contributes to guest satisfaction.

Communication between the housekeeping and the engineering departments should be efficient so that most of the minor repairs can be

handled while the attendant is cleaning the guestroom. In Leela's full time maintenance person is assigned to inspect the guestroom and perform the necessary repairs, adjustments or replacements

Preventive maintenance by its nature sometimes identifies problems and leads beyond the scope of a minor correction. These problems are brought to the attention of the engineer through the work order system. The building engineer then schedules the necessary work. This type of work is often referred to as the preventive maintenance.

### **Scheduled Maintenance**

Activities are initiated at the property based on a formal work order. Similar document, work orders are a key element in the communication between the housekeeping and the engineering department, the work orders are numbered in their parts on a form. Each part of the form is colour coded for its reception. The chief engineer gets one of the two copies and gives the other to the trades person assigned for the repairs. The individual completing any parts indicates the number of hours required completing the takes any parts or supplies required or any relevant information. When the job is completed a copy of the trades person completing the work is sent to the housekeeping department. If this copy is not returned within the

appropriate time, the housekeeper issues another work order, which signals the engineering department to provide a status report on the request repair work

Engineering department generally keeps data cards and history cards on all the equipment operated by the housekeeping personnel. Equipment data cards contain basic information about pieces of equipment. This information includes the technical data, manufacture's information, cost special instructions, warranty information and references to the other information as well as storage, location of the manuals and drawing equipment. History records are logs of inspection and maintenance work performed on a given piece of equipment. History records may be separate cards or may be incorporated into the equipment data cards. The purpose of these is to provide documentation of all the maintenance activities on a given piece of equipment. Many properties have been computerized these record keeping functions.

**MAINTENACE ORDER**

TO: Engineering Dept.

FROM: Housekeeping Dept

Please do the following

From .....Date.....Time.....

A. **ELECTRICAL**

<i>Dress</i>	<i>Passage</i>	<i>Bath</i>	<i>Long</i>	<i>Shaver</i>	<i>Switch</i>	<i>Fan</i>	<i>Room</i>
--------------	----------------	-------------	-------------	---------------	---------------	------------	-------------



<i>Lamp</i>	<i>Light</i>	<i>Room</i>	<i>Mirror</i>	<i>Socket</i>	<i>Plates</i>	<i>Coil</i>	<i>Status</i>
	<i>Ward Robe Light</i>	<i>Light</i>	<i>Light</i>			<i>Units</i>	<i>Light Socket</i>

**B. PLUMBING**

<i>Shower Hose</i>	<i>Tub Stopper</i>	<i>Tub Motor</i>	<i>Hot Winter Tap</i>	<i>Basin Waste</i>	<i>Cold Water Tap</i>	<i>Flush</i>

**C. CARPENTRY**

<b>Curtain Railing</b>	<b>Ward Robe</b>	<b>Music/TV, Locks, Mirrors/shades</b>

*Job Completed by:*

*Date:*

*Time:*

**SECURITY**

The security department, though, not related to the hotel in its functional aspects, is very important for the image of the hotel. When a guest is staying in a hotel there are possibilities of theft, murder, vandalism or any other unwanted happenings. The management is responsible for the security of the guests and their belongings till the time he has checked out of the hotel. This department is one of the important departments and it has to be even more alert and efficient in Lela as it is a hotel built in the heart of the city with all the big businessmen coming from all the parts of the world. All of them have important and legal documents as well as a lot of cash or valuables objects.

The security operations start at the main gate as soon as the guest arrives. The security has to enter the registration number in the vehicles in and out register. Security takes more care to provide privacy of the hotel and also notices that no hotel properties are taken out of the hotel by the guest as well as the employees. The main duties and the objectives of the security department are to provide safety to the guest in the hotel.

### **Objectives**

Hotel security is preventive program against the hazards that can hurt, injure, destroy lives or property in case of fire, theft, murder etc.,

### **Functions**

- Responsible for security in rooms and public areas
- Physical check of staff returning after duty

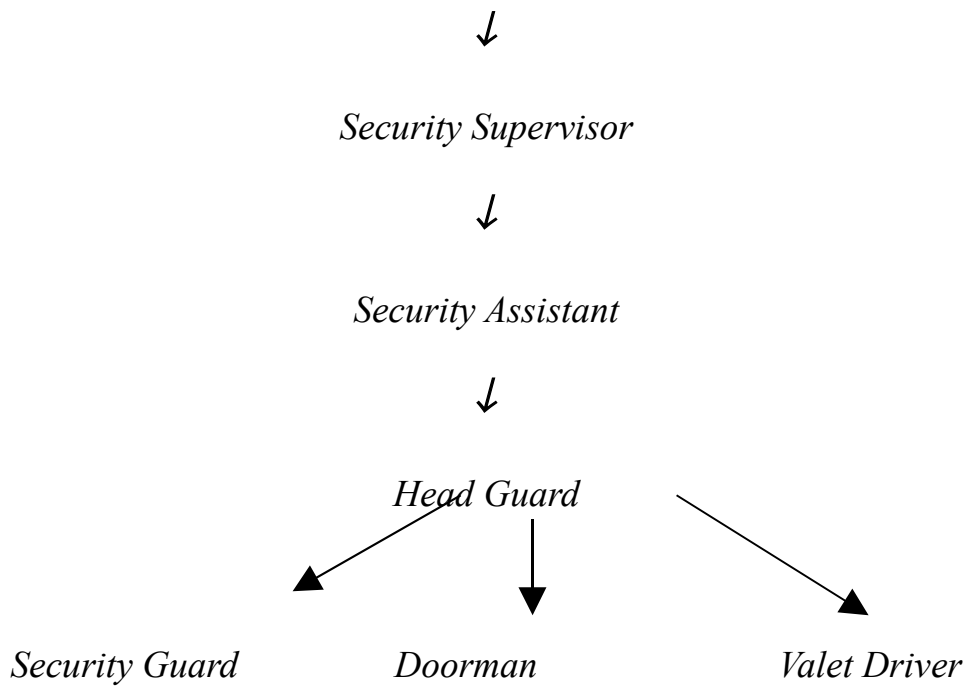
- Prevent pilferage of hotel property
- Checking of goods brought in and taken out of the hotel premise
- Maintain key register
- Maintain entry pass book
- Maintain handing over register
- Fire fighting

### **Hierarchy Of The Security Department**

**Security Manager**



*Assistant Security Manager*



# **CHAPTER VII**

## **PROBLEMS AND SOLUTIONS**

1. **DEPARTMENT** – Food And Beverage Production

**SECTION** – Banquet Kitchen

**PROBLEM** – The food was prepared in advance and kept ready, but the service staff picked it up late. Hence the foods had become worm and not hot enough when the guest came for dinner. The snacks and the Indian breads very also cold when the host had his dinner.

**SUGGESTION** – The kitchen staff had to know the exact service time, so that the food could be re-heated before filling it in the food pans. As for the Indian breads, the service staff needs to keep the chef informed about the number of guests having the Indian breads well in advance, so that hot breads can be prepared as and when needed

**SOLUTION** – Electrically heated hot cases were brought and prepared food (except Indian breads) was kept in that till service time.

2. **DEPARTMENT** – Housekeeping

**SECTION** – Floors (rooms)

**PROBLEM** – The curtains in certain rooms are not long enough to stop light from entering the room. A guest, who was tired after a long journey, could not sleep because of the light entering the room.

**SUGGESTION** – the measurements for the curtains have to be accurate and have to be taken carefully so as to cover the entire length of the windows

**SOLUTION** – when the guest left his room for some work the next day, the morning shift room-boy changed the curtains.

3. **DEPARTMENT** – Front Office

**SECTION** – Cashier

**PROBLEM-** The Minibar consumption of the guest has to be found out by the cashier (from room service) and charge the guest accordingly at the time of settlement. On a particular day the cashier did not do so and the guest was not charged for the mini-bar consumption. By the time the cashier realized this, the guest had checked out of the hotel

**SUGGESTION-** The front office staff must inform room service well in advance about the expected departures, so that the room service staff check the consumption and inform the front office immediately

**SOLUTION-** A copy of expected departures was given to room service very well in advance and the cashier was instructed to be in constant contact with the room service during checkouts

4. **DEPARTMENT** – housekeeping

**SECTION** – public area

**PROBLEM** – The granite and Italian marble flooring at the lobby were mopped during the morning shift. A guest wearing high-heeled sandals slipped and sprained her ankle. It was a big complaint and the FOM was called.

**SUGGESTION** – Signboards reading ~wet floor which were available had to be used wherever necessary. Staff has to be trained properly

**SOLUTION** – Signboards were used henceforth (Actually sign boards were available but the staff didn't use it)

5. **DEPARTMENT** – Food And Beverage Service

**SECTION** – Citrus

**PROBLEM** – Mr. Wilson, a VIP guest ordered for a scotch on the rock and was happy with the drink. After some time he asked the steward to repeat the drink . Due to shift change, the drink reached him late and he complained that it was not of same standard as the previous drink

**SUGGESTION** – The staff must ensure that they leave the work place only after they serve the order taken by them and strict food and beverage control has to be maintained

**SOLUTION** – Staff were instructed not to leave before serving their respective orders. The bartender was asked to maintain strict beverage control



**CHAPTER VIII**  
**MANAGEMENT**  
**INFORMATION SYSTEM**

## **MANAGEMENT INFORMATION SYSTEM:-**

There are several information collected, processes mentioned is prepared form to the management about various departments operation comprise with post result and finally management information system report is made and submitted to management to exhibit the performance and other details as the hotel's operation. These reports shall be submitted as per schedule indicated below: -

### **1) Front Office:-**

- Reservation
- Guest history card
- Reservation status board
- Fare casting report
- Black book
- Hotel diary
- Group information sheet

### **2) Reception:-**

- Room report

- Arrival and departure report
- Room position status
- Occupying status
- Billing details report
- VIP arrive register

**3) Night Auditor:-**

- Night report
- Flash report
- Total rates as the day
- Total restaurant sales
- Expected arrival
- Expected departure
- In-house guest report
- Tabulator register

**4) Food and beverage Production:-**

- Standard Receipt
- Kitchen order ticket
- Stock inventory report
- Log book

- Store requisition report
- Daily inventory report
- Standard purchase specification
- Food cost control report

**5) Food and Beverages Service:-**

*Restaurants:-*

- Log book
- Duty rotation sheet
- Guest comment card
- Lines exchange register
- Leave register
- Attendance sheet
- Breakage report
- Guest checks

*Room Service:-*

- Log book

- Lines exchange register
- Room service stores requisition
- Morning order request
- Guest complaint file
- Breakage report
- Amenity vouchers

Banquets:-

- Log book
- Stock inventory register
- Daily sales summary
- Stock requisition book
- Banquet order form
- Store inventory book
- Breakage report

Bar:-

- Daily beverage sales summary
- Stores requisition report
- Breakage report
- Stock inventory report

House Keeping:-

- Memo book
- Duty roaster
- Attendance sheet
- Room occupancy report
- List of VIP crew, group etc.
- Lost and found register
- Discrepancy report
- Amenity voucher
- Statement of the lines stock

Kitchen Stewarding:-

- Daily breakage report
- Purchase record
- Log book
- Duty charts
- Quarterly inventory reports

Engineering and Maintenance:-

- Complaint book
- Log book
- Stock inventory record

- Purchase of spare parts register
- Night shift report
- Reports carried out register

Security:-

- Investigation report
- Lost and found register
- Key register
- Daily attendance sheet
- Duty roaster
- Complaint book

Purchase and Stores:

- Purchase order
- Food and beverage indent form
- General order
- Log book
- Bin cards
- Selectors inward book
- Empties return book
- Stock taking register

Stores:-

- Stock book
- Invoice book
- Requisition form file

Receiving:-

- Daily receiving register
- Delivery form record

Accounts and finance:-

- Balance sheet
- Bank intimation slip
- Profit and loss account
- Food control sheet

Food and Beverage control:-

- KOT and B O T
- Daily beverage sales report
- Daily food sales report
- Food and control check list
- Gross profit
- Night auditors report



- Cashiers summary report
- Budgeting analysis report

Personal Department:-

- Attendance sheet
- Training sheet
- Retirement record
- Legal documents
- Salaries and wages slip record

Sales and Marketing:-

- Log book
- Market analysis report
- Sales summary report

**CHAPTER IX**  
**CONCLUSION**

