



SURANA COLLEGE-Autonomous

Affiliated to Bangalore University

Recognised under 2(f) and 12 B of UGC, Certified by ISO, Re-accredited by NAAC with A+

No. 16, South End Road, Bengaluru-560 004

Department of Tourism

Report on Field Visit to Holiday Inn Star Hotel

Date: 23rd August 2024

Organized by: Department of Tourism

Participants: V Semester B.A Tourism

No.of Participants: 14 Students and Faculty Coordinator

The Department of Tourism organized an educational field visit to Holiday Inn Star Hotel on 23rd August 2024, aiming to provide students with practical exposure to the functioning of a reputed hotel. The visit was intended to bridge the gap between theoretical knowledge and real-world practices in the hospitality and tourism industry.

Objective of the Visit

To understand the operational aspects of a star-rated hotel.

To observe various departments and their interlinked functions.

To analyze sustainable practices and customer service standards.

To explore career opportunities in the hospitality industry.

Schedule of the Visit

01:00 PM: Departure from the Department of Tourism

2:00 PM: Arrival at Holiday Inn Star Hotel

2:15 PM - 3:30 PM: Guided tour of the hotel facilities

3:30 PM – 04:00 PM: Interaction with department heads

04:00 PM - 04:30 PM: Refreshments and group photo

05:00 PM: Departure back to campus



SURANA COLLEGE-Autonomous

Affiliated to Bangalore University

Recognised under 2(f) and 12 B of UGC, Certified by ISO, Re-accredited by NAAC with A+

No. 16, South End Road, Bengaluru-560 004

Key Highlights of the Visit

Introduction and Welcome Session:

The students were warmly received by the management team, followed by a brief overview of the hotel's history, mission, and unique selling points.

Departmental Tour:

Students were guided through various departments such as:

Front Office: Learned about reservation systems, guest check-in/check-out procedures, and concierge services.

Housekeeping: Observed room preparation, cleaning standards, and inventory management.

Food & Beverage: Explored the kitchen, banquet halls, and restaurant operations, understanding menu planning and catering services.

Event Management: Insights into organizing events like conferences, weddings, and corporate meetings.

Sustainability Practices:

The hotel's green initiatives were highlighted, including energy-efficient systems, waste management, and sustainable sourcing of food and supplies.

Q&A Session with Experts:

Department heads addressed questions regarding career opportunities, skill requirements, and the evolving trends in the hospitality industry.

Student Feedback

The visit was highly appreciated by the students, who found the practical insights invaluable. Many expressed interest in pursuing internships and careers in the hospitality sector.

Key Learnings

Importance of teamwork and coordination among departments.

Emphasis on customer satisfaction and retention strategies.

The role of technology in enhancing efficiency and guest experiences.

Awareness of the sustainability trends shaping the future of the industry.

Conclusion

The field visit to Holiday Inn Star Hotel was an enriching experience that provided students with a comprehensive understanding of hotel operations. Such practical exposures are instrumental in preparing students for real-world challenges in the tourism and hospitality industry.



SURANA COLLEGE-Autonomous

Affiliated to Bangalore University

Recognised under 2(f) and 12 B of UGC, Certified by ISO, Re-accredited by NAAC with A+

No. 16, South End Road, Bengaluru-560 004

Geotag Photos





SURANA COLLEGE-Autonomous

Affiliated to Bangalore University

Recognised under 2(f) and 12 B of UGC, Certified by ISO, Re-accredited by NAAC with A+

No. 16, South End Road, Bengaluru-560 004

