

**INTERNSHIP REPORT
SESSION 2021**

DATE: 1ST AUGUST – 30TH NOVEMBER

**BACHELOR OF TOURISM AND
TRAVEL MANAGEMENT**

**LADY KEANE COLLEGE
SHILLONG**

Content

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1. Internship Programme
Bachelor of Tourism and Travel Management (BTTM)
August 1 – November 30, 2021

Programme: Internship

Course: BTM 711: Internship Report (8 credits)

BTM 712: Log Book and Appraisal Report (8 credits)

BTM 713: Viva Voce (2 credits)

Duration: 16 weeks

Dates: August 1- November 30, 2021

Number of students: 14 (7th semester students 2021)

A Report

The 7th Semester students of the Bachelor of Tourism and Travel Management of 2021 have undergone a 16th weeks Internship Programme in different hotel and tourism related organisations in and around the state. The internship programme started on 1st August 2021 and completed on 30th November 2021. All the 14 students of 7th semester were placed in different organisations for their internship. The internship programme was carried out in different organisations like Polo Orchid, NOMADS and MTDC.

Objectives:

Internship programme is designed to give exposure to students studying professional courses to inculcate necessary skills and experience hands on operations and management of the different field and areas of the industry.

1. Internship programme gives students platform to see and observe the overall working environment of hotels, tour agencies, event organisation, car rental companies and other related organisations.
2. To give students an opportunity to have extensive practical learning by physically involving in all the operational activities of the organisation.
3. To do extensive study on the specialise areas by conducting surveys and case studies.
4. To complete the necessary requirement for a bachelor degree.

Learning outcome:

1. Students learnt the basic operational aspects of hotel management in different departments and other travel organisation.
2. They develop skills required for operating guest houses, homestays, travel agencies etc.

3. They acquired knowledge of managing an accommodation sector and tour or adventure companies.
4. They learnt interpersonal skills and ways of dealing with customers.
5. Students learnt the necessary information on setting up enterprises or start ups.

The year 2021 was a challenging year the department since it was the first time where the department had to send the students for physical internship to various organisations. The students were reluctant to travel and join the organisations outside of the state, therefore, the department has arranged the internship programme for them at different organisations in the state itself.

Three organisations approved and selected the students to carry out their internship programme. These are, Polo Orchid, NOMADS and MTDC. The batch consists of 14 students, 10 students did on hospitality management and 4 of them did on tours and adventure.

2. Names of students

Sl No.	Name	Title of Internship Report	Organisation
1	Banrishisha Wahlang	A Study on Hotel Housekeeping Practices and Guest Satisfaction	Polo Orchid
2	Dolcy Dora Sun	Impact of Front office Department in Hotels	Polo Orchid
3	Ebelty Iangrai	Food and Beverage Service in Restaurant	Polo Orchid
4	Kathryn KharHangsing	Food and Beverage Department	MTDC
5	Larikynti Mayvareen Blah	Front Office Department	MTDC
6	Meliza Diengdoh	Front Office Department Operations	MTDC
7	Merrylyne Dohtdong	Housekeeping Management	MTDC
8	Samanlangki Passah	Front office	MTDC
9	Santista Warjri	Report on Housekeeping Management with special reference to Pine Wood Hotel	MTDC
10	Varita Nongbet	Functioning of Front Office, a Case Study of Customer Satisfaction Level	Polo Orchid
11	Komal Chettri	Sustainable Tourism: Report on Wahkhen	NOMADS
12	Lakyntiew Shabong	Cultural Tourism of Wahkhen	NOMADS
13	Lariphylla Nongrum	Adventure Tourism a Case of khasi and Jaintia Hills	NOMADS
14	Nganya Yomgam	Village Tourism: with special reference to Mawlyngbna and Wahkhen	NOMADS

3. Letters to Companies



LADY KEANE COLLEGE

SHILLONG - 793001 : MEGHALAYA

☎ : 0364-2223293

Fax : 0364-2504004

Email : ladykeanecollege@gmail.com

Website : www.ladykeanecollege.edu.in

Ref. No. C/16/2015/B77M/450

Date: 06.09.2021

To

Mr. Gregory Allya Warji

NOMADS, Shillong

Subject: Internship programme for the students of Bachelor of Tourism and Travel Management (BTM) Semester VII of Lady Keane College, Shillong.

Dear Sir/Madam

We are pleased to inform you that the second batch of Bachelor of Tourism and Travel Management is starting the VII Semester session which is Internship Programme of 16 weeks in areas relating to Hotels/Resorts, Travel Agencies/Tour Operation Companies, Advertising and Promotion Agencies in Tourism, Food and Beverages Service Industry and Community Tourism Enterprises from 3rd of September 2021.


At the end of the Semester VII, students have to submit the Internship Report (BTM-711), Log Book with Appraisal Report (BTM-712) and Viva Voce (BTM-713) which is to be conducted during the End Semester Examination of the University (NEHU).

In this regard, it will be a privilege for our students to get absorbed in your esteemed organisation for undergoing the internship training programme in the following areas:

- | | |
|--|---|
| <input type="checkbox"/> Travel Agency and Tour Operations | <input type="checkbox"/> Heritage Tourism |
| <input type="checkbox"/> Hotel Operations | <input type="checkbox"/> Adventure Tourism |
| <input type="checkbox"/> Restaurant Operations | <input type="checkbox"/> Farm Tourism |
| <input type="checkbox"/> Airport Operations and Management | <input type="checkbox"/> Mining Tourism |
| <input type="checkbox"/> Rural Tourism | <input type="checkbox"/> Wildlife Tourism |
| <input type="checkbox"/> Eco Tourism | <input type="checkbox"/> Content, Database and Research |

Looking forward to your kind consideration.

Thank you


Mr. R. Decruse

Principal In-charge
Lady Keane College, Shillong.

Principal In-charge
Lady Keane College
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NAAC Accredited Institution

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To

H.R Manager

Polo Towers, Shillong

Subject: Internship programme for the students of Bachelor of Tourism and Travel Management (BTTM) Semester VII of Lady Keane College, Shillong.

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
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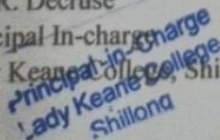
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To

General Manager
MTDC, Shillong.

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
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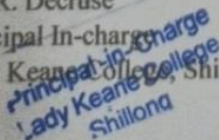
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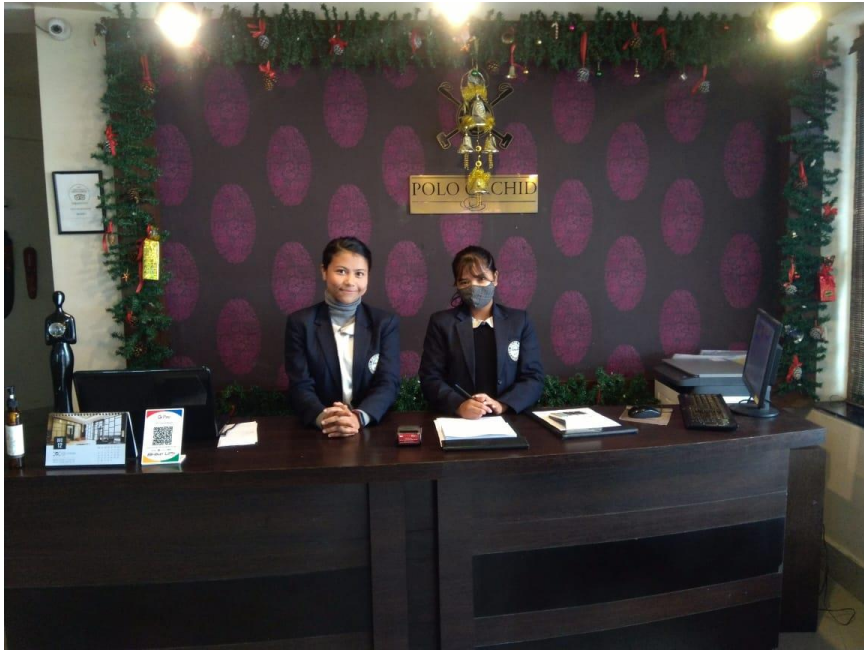

Mr. R. Decruse
Principal In-charge
Lady Keane College, Shillong.



4. Photographs







Ms. Montimon Diengdoh
HOD
Department of Tourism and Travel Management
Lady Keane College
Shillong.