



YUGANTAR EDUCATION SOCIETY'S

SHRI BALASAHEB TIRPUDE COLLEGE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

(Approved by AICTE, New Delhi, Govt. of India, Govt. of Maharashtra & RTM Nagpur University, Nagpur)

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Email : tirpudehmct@gmail.com, Visit us at www.tirpudehmct.ac.in

AICTE Permanent Institute Id : 1-14318331 • DTE Institute Code : HM4219 • RTM NU College Code - 007 AISHE Code : C-18976

Date: 10/04/2023

To,

The Principal,
Shri Balasaheb Tirpude College of
Hotel Management and Catering Technology,
Nagpur.

Subject: Submission of report on 'Hotel Visit- Radisson Blue, Nagpur dated on 8th April, 2023
for the Academic Year 2022-23 at 14.00hrs.

Respected Sir,

I undersigned, submit the report on 'Hotel Visit- Radisson Blue, Nagpur dated on
8th April, 2023 for the Academic Year 2022-23 at 14.00hrs.

Kindly acknowledge the receipt & oblige.

Thanking you,

Yours Faithfully,

Mr. Suraj Hattimare

Event Co-Ordinator



OFFICIATING PRINCIPAL

Shri Balasaheb Tirpude
College of Hotel Management
& Catering Technology, Nagpur.



Industrial Visit Report to Radisson Blu Date: 8th April 2023 Time: 2 PM onwards

Introduction:

First-year students of Shri Balasaheb Tirpude College of Hotel Management and catering technology Nagpur recently had the opportunity to visit Radisson Blu, a five-star hotel located in Nagpur. The objective of the visit was to gain practical knowledge and insight into the hospitality industry and its operations.

Tour:

The visit started with a warm welcome from the hotel staff, who introduced us to the hotel's history and its achievements. We were then taken on a tour of the hotel's various departments, including the front office, food and beverage, housekeeping, and kitchen department.

Front Office:

We visited the front office, where we were shown how guests are checked in and out, and the importance of maintaining a high level of customer service. We also learned about the different room categories and their rates, the use of a property management system, and the role of the front office staff in generating revenue for the hotel.

Food and Beverage:

Next, we visited the hotel's restaurants and bars, where we were introduced to the various types of cuisines served and the methods used for food preparation. We also learned about the different service styles, such as buffet and à la carte, and how to manage guest complaints and feedback.

Housekeeping:

The housekeeping department showed us how to maintain a high level of cleanliness and hygiene in the hotel's guest rooms and public areas. We learned about the different cleaning chemicals and techniques used, as well as the importance of attention to detail in providing a comfortable and pleasant guest experience.

Conclusion:

The industrial visit to Radisson Blu was an excellent opportunity for the first-year students to gain practical knowledge and insight into the hospitality industry and its operations. The students were able to observe and learn about the hotel's different departments and their functions, as well as gain insight into the challenges and opportunities facing the industry. The visit was informative, engaging, and enjoyable, and we thank the hotel staff for their hospitality and willingness to share their knowledge with us.

Sanchit

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College of Hotel Management
& Catering Technology Nagpur

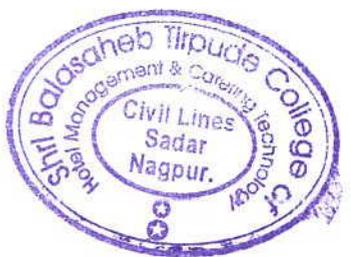


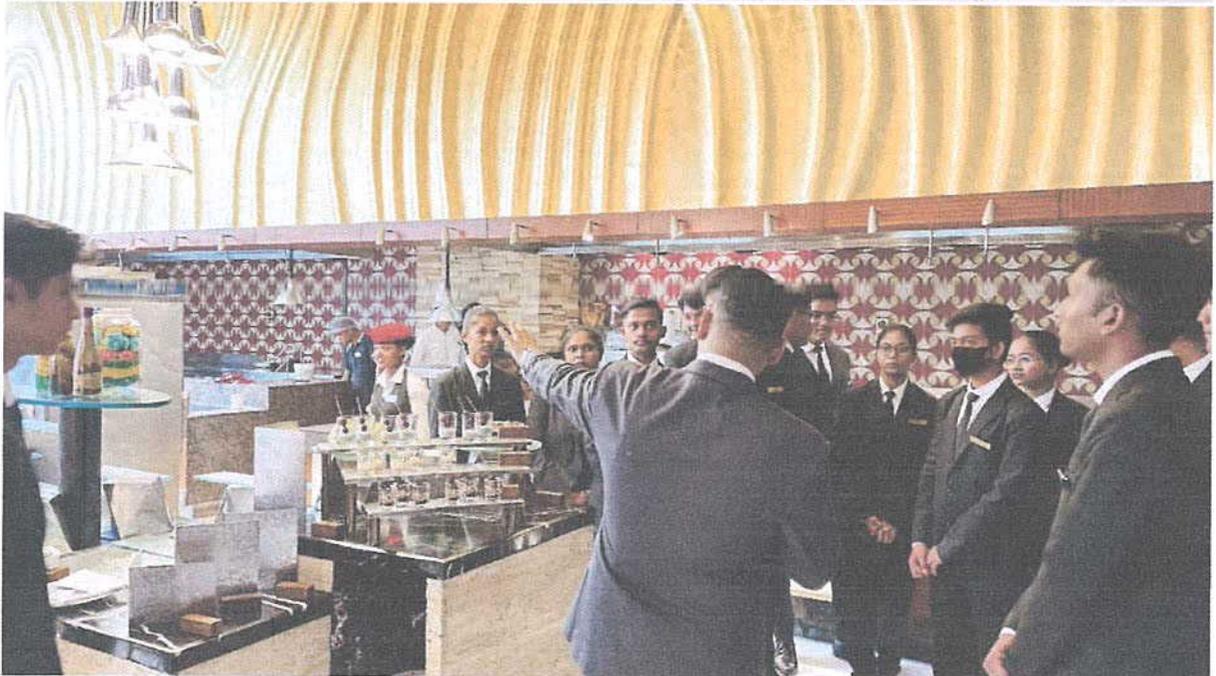


Nagpur, MH, India
Chatrapati Nagar, Nagpur, 440015, MH, India
Lat 21.105919, Long 79.069477
04/08/2023 04:11 PM GMT+05:30
Note : Captured by GPS Map Camera



A. Ardeeb
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College of Hotel Management
& Catering Technology, Nagpur

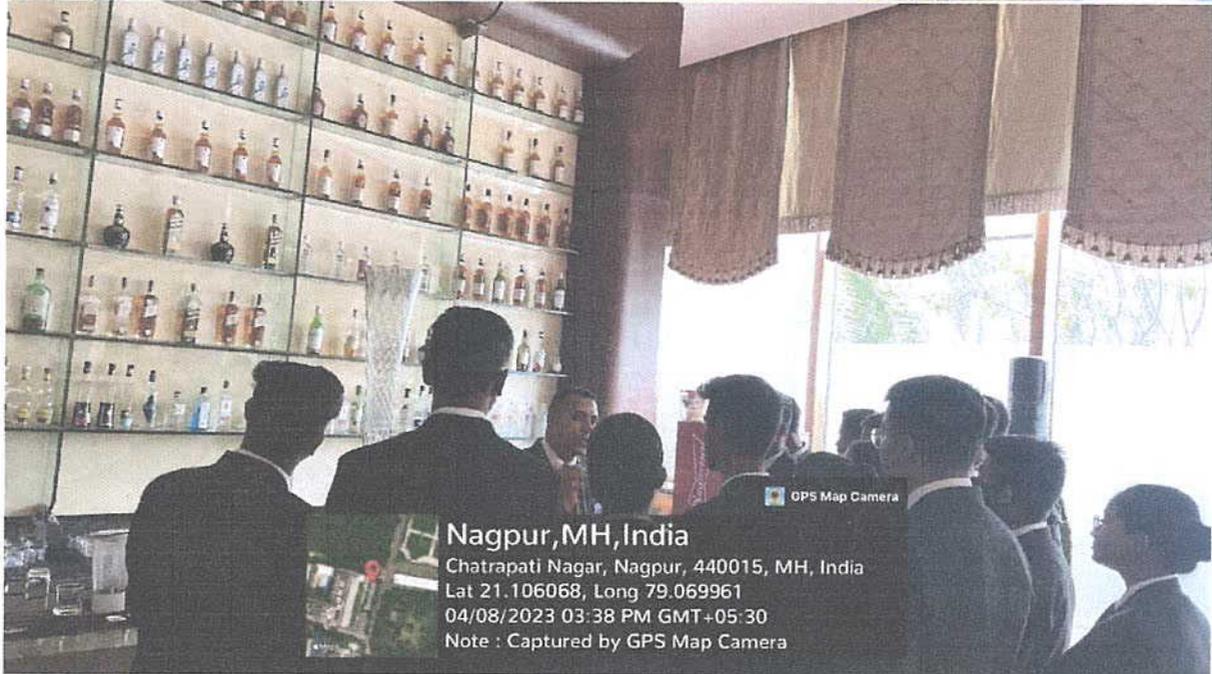




Aneesh

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Nagpur, MH, India
Chatrapati Nagar, Nagpur, 440015, MH, India
Lat 21.106024, Long 79.069797
04/08/2023 03:31 PM GMT+05:30
Note : Captured by GPS Map Camera



Amit

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AICTE Permanent Institute Id : 1-14318331 • DTE Institute Code : HM4219 • RTM NU College Code - 007 AISHE Code : C-18976

Ref. NO: - SBT / HMCT / 2022-23 / 397

Date: 08/03/2023

To,
Radisson Blu,
Team Nagpur.

Subject: Thank you for your contribution.

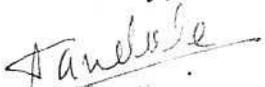
Dear Madam/Sir,

On a behalf of Shri Balasaheb Tirpude College of Hotel Management & Catering Technology Nagpur. I am writing this letter to express my sincere gratitude and appreciation for allowing us to visit your hotel and experience the hospitality industry up close, the visit was a great learning opportunity and a valuable experience for us.

The visit was well-organized, and we received a warm welcome from your team. Your staff members were very informative and professional, and they provided us with a comprehensive insight into the operations and management of a top-class hotel. The entire visit was an eye-opener, and it gave us a chance to witness the practical application of the theories we learned in our classrooms. It was also a great opportunity for us to see the standard of service that is expected in the industry and how hotels like Radisson Blu Nagpur maintain their standards.

Thank you once again for your time and effort in organizing such an informative and enriching visit.

Sincerely,



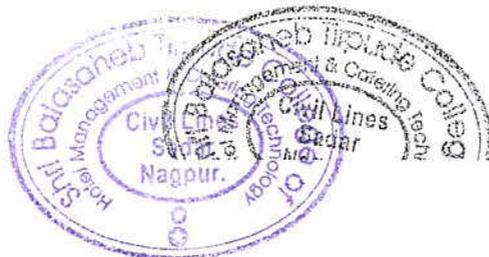
Akshay Dandale

(Principal)

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8/4/23.


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College of Hotel Management
& Catering Technology, Nagpur



Shri Balasaheb Tirpude college of Hotel Management and Catering Technology,
Nagpur .



Industrial Visit Radisson Blu

Date: 08/04/2023

SR.NO	Name of Students	signature
1	Alok Sharma	
2	Ayush K. Kalamkar	
3	Gaurav Mehta	
4	Kajal Deepak Dhapodkar	
5	Nayan S. Ghugare	
6	Pooja Rakesh Sharma	
7	PriyanshuLohakare	
8	Rash Kurve	
9	Sakshi S. Pantawane	
10	Shabdali Nagrare	
11	ShubhamHingneka	
12	SomeshDakaha	— ABSEN —
13	Sujal Gaikwad	
14	SumitDeshmukh	
15	Tejas R. Haware	
16	Vishrut Vishal Mahule	
17	Yash Dhadkar	
18	Yashika Patre	

(Suvaraj. K. Hattimare)

(Industrial Visit co-ordinator)
(08/04/2023).

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College of Hotel Management
& Catering Technology, Nagpur





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Date: 08/04/2023

Feedback Form

Name of the student: Nayan Sunil Ghuge

Name of course: Bachelor of Hotel management and Catering Tech.

Email Id: nayanghughe71@gmail.com

Mobile Number: 7410525409

Please Circle a number to Rate

Sr.NO	Criteria	1	2	3	4	5
1	How was the organization and planning of the visit?				4	
2	How was the tour of the hotel?					5
3	Did the tour guide provide sufficient information?				4	
4	How helpful and knowledgeable were the employees?					5
5	Overall Experience					5

What did you like most about the visit?

During the visit we got chance to know about the department of the hotel

Arun

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& Catering Technology, Nagpur





Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: Tejas R. Haware.

Name of course: BHMCT

Email Id: hawasetejas19@gmail.com.

Mobile Number: 9022955104

Please Circle a number to Rate

Sr.NO	Criteria	Rating Scale				
1	How was the organization and planning of the visit?	1	2	3	4	5
2	How was the tour of the hotel?	1	2	3	4	5
3	Did the tour guide provide sufficient information?	1	2	3	4	5
4	How helpful and knowledgeable were the employees?	1	2	3	4	5
5	Overall Experience	1	2	3	4	5

What did you like most about the visit?

During the visit we got chance to know about the department of the hotel.

Ardell

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& Catering Technology, Nagpur





Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: Prityanhu .S. Lohakate

Name of course: B.H.M.C.T

Email Id: Prityanshulohakate07@gmail.com

Mobile Number: 8459058818

Please Circle a number to Rate

Sr.NO	Criteria		Rating Scale				
1	How was the organization and planning of the visit?	1	2	3	4	5	
2	How was the tour of the hotel?	1	2	3	4	5	
3	Did the tour guide provide sufficient information?	1	2	3	4	5	
4	How helpful and knowledgeable were the employees?	1	2	3	4	5	
5	Overall Experience	1	2	3	4	5	

What did you like most about the visit?

Everything was excellent.

A. Indale

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Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: sumit P. Deshmukh

Name of course: BHMCT

Email Id: deshmukh176@gmail.com

Mobile Number: 7498508062

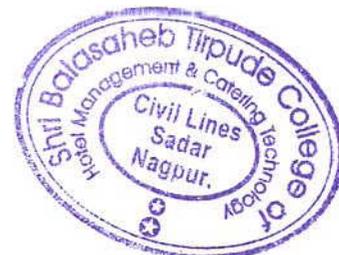
Please Circle a number to Rate

Sr.NO	Criteria	Rating Scale				
1	How was the organization and planning of the visit?	1	2	3	4	5
2	How was the tour of the hotel?	1	2	3	4	5
3	Did the tour guide provide sufficient information?	1	2	3	4	5
4	How helpful and knowledgeable were the employees?	1	2	3	4	5
5	Overall Experience	1	2	3	4	5

What did you like most about the visit?

Very good.


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Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: Kajal, Weepak, Dhapodkay
Name of course: BHMCT
Email Id: kajaldhapodkay8@gmail.com
Mobile Number: 8262974854

Please Circle a number to Rate

Sr.NO	Criteria	Rating Scale				
1	How was the organization and planning of the visit?	1	2	3	4	5
2	How was the tour of the hotel?	1	2	3	4	5
3	Did the tour guide provide sufficient information?	1	2	3	4	5
4	How helpful and knowledgeable were the employees?	1	2	3	4	5
5	Overall Experience	1	2	3	4	5

What did you like most about the visit?

During the visit we got chance to know about the department of the hotel.

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& Catering Technology, Nagpur





Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: Ayush Kalamkar

Name of course: BHM-CT 1st year

Email Id: kalamkarayush2@email.com

Mobile Number: 9218724840

Please Circle a number to Rate

Sr.NO	Criteria	1	2	3	4	5
1	How was the organization and planning of the visit?					(5)
2	How was the tour of the hotel?					(5)
3	Did the tour guide provide sufficient information?					(5)
4	How helpful and knowledgeable were the employees?				(4)	5
5	Overall Experience					(5)

What did you like most about the visit?

Ambience are very good. Hotel staff is also good.

Aardev

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Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: Sujal Gaikwad
Name of course: BHMCT - 1 Year
Email Id: gaikwadsujal@gmail.com
Mobile Number: 7558714348

Please Circle a number to Rate

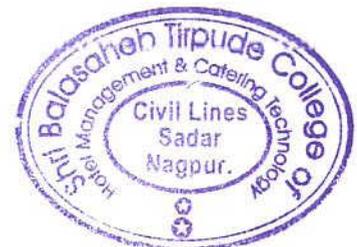
Sr.NO	Criteria	Rating Scale				
1	How was the organization and planning of the visit?	1	2	3	4	5
2	How was the tour of the hotel?	1	2	3	4	5
3	Did the tour guide provide sufficient information?	1	2	3	4	5
4	How helpful and knowledgeable were the employees?	1	2	3	4	5
5	Overall Experience	1	2	3	4	5

What did you like most about the visit?

Ambience are best, behaviour of staff is very good

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Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: YASHIKA K. PATRE

Name of course: BHMCT

Email Id: yashika patre 231@gmail.com

Mobile Number: 7841840869

Please Circle a number to Rate

Sr.NO	Criteria		Rating Scale			
1	How was the organization and planning of the visit?	1	2	3	4	5
2	How was the tour of the hotel?	1	2	3	4	5
3	Did the tour guide provide sufficient information?	1	2	3	4	5
4	How helpful and knowledgeable were the employees?	1	2	3	4	5
5	Overall Experience	1	2	3	4	5

What did you like most about the visit?

Overall Great

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& Catering Technology, Nagpur





Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: Sakshi. Sunit. Pantawane.
Name of course: B.H.M.C.T
Email Id: sakshipantawane2@gmail.com
Mobile Number: 9020718983

Please Circle a number to Rate

Sr.NO	Criteria	Rating Scale				
1	How was the organization and planning of the visit?	1	2	3	4	5
2	How was the tour of the hotel?	1	2	3	4	5
3	Did the tour guide provide sufficient information?	1	2	3	4	5
4	How helpful and knowledgeable were the employees?	1	2	3	4	5
5	Overall Experience	1	2	3	4	5

What did you like most about the visit?

Great, the experience was very good. The hotel was very good and staff also are very good.

Santale

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& Catering Technology, Nagpur





Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: Aalok pankaj sharma

Name of course: BHMCT

Email Id: Aalok161@gmail.com

Mobile Number: 8237865699

Please Circle a number to Rate

Sr.NO	Criteria		Rating Scale				
1	How was the organization and planning of the visit?	1	2	3	4	5	
2	How was the tour of the hotel?	1	2	3	4	5	
3	Did the tour guide provide sufficient information?	1	2	3	4	5	
4	How helpful and knowledgeable were the employees?	1	2	3	4	5	
5	Overall Experience	1	2	3	4	5	

What did you like most about the visit?

Good experience

Aalok
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& Catering Technology, Nagpur





Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: POOJA SHARMA
Name of course: BHMCT 1st yr
Email Id: poojasharma081611@gmail.com
Mobile Number: 9766598901

Please Circle a number to Rate

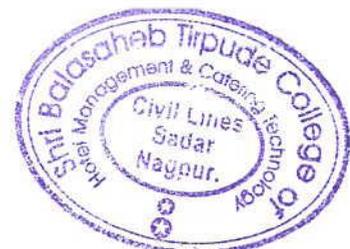
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2	How was the tour of the hotel?	1	2	3	4	5
3	Did the tour guide provide sufficient information?	1	2	3	4	5
4	How helpful and knowledgeable were the employees?	1	2	3	4	5
5	Overall Experience	1	2	3	4	5

What did you like most about the visit?

behavior of the staff and ambience.

Anelul

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Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: Gaurav mehta
Name of course: BM BH MCT Sem II
Email Id: Gauravmehta6103@gmail.com
Mobile Number: 7498387334

Please Circle a number to Rate

Sr.NO	Criteria	Rating Scale				
1	How was the organization and planning of the visit?	1	2	3	4	5
2	How was the tour of the hotel?	1	2	3	4	5
3	Did the tour guide provide sufficient information?	1	2	3	4	5
4	How helpful and knowledgeable were the employees?	1	2	3	4	5
5	Overall Experience	1	2	3	4	5

What did you like most about the visit?

Ambience are good. Hotel staff is also good

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Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: Rash G. Kweve

Name of course: BHMCT

Email Id: Rashkweve10@gmail.com

Mobile Number: 937355 5811

Please Circle a number to Rate

Sr.NO	Criteria	Rating Scale				
1	How was the organization and planning of the visit?	1	2	3	4	5
2	How was the tour of the hotel?	1	2	3	4	5
3	Did the tour guide provide sufficient information?	1	2	3	4	5
4	How helpful and knowledgeable were the employees?	1	2	3	4	5
5	Overall Experience	1	2	3	4	5

What did you like most about the visit?

The Experience was very good and Timely profession.

Aandul

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& Catering Technology, Nagpur





Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: Shubham. G. Kingnekar
Name of course: BHMC T 1st Yr [2nd Sem]
Email Id: Shubham.kingnekar.0737@gmail.com
Mobile Number: 9130095575

Please Circle a number to Rate

Sr.NO	Criteria	Rating Scale				
1	How was the organization and planning of the visit?	1	2	3	4	5
2	How was the tour of the hotel?	1	2	3	4	5
3	Did the tour guide provide sufficient information?	1	2	3	4	5
4	How helpful and knowledgeable were the employees?	1	2	3	4	5
5	Overall Experience	1	2	3	4	5

What did you like most about the visit?

It was a good experience

Arunel

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& Catering Technology, Nagpur.





Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: Shahed Ali Nagare

Name of course: BHMCT

Email Id: Shahedalinygrare@gmail.com

Mobile Number: _____

Please Circle a number to Rate

Sr.NO	Criteria	Rating Scale				
1	How was the organization and planning of the visit?	1	2	3	4	5
2	How was the tour of the hotel?	1	2	3	4	5
3	Did the tour guide provide sufficient information?	1	2	3	4	5
4	How helpful and knowledgeable were the employees?	1	2	3	4	5
5	Overall Experience	1	2	3	4	5

What did you like most about the visit?

I love staff

Shahed Ali
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& Catering Technology, Nagpur





Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: Vishrut.V. Mahule

Name of course: B.H.M.C.T.

Email Id: vishrutmahule@gmail.com

Mobile Number: 8262043461

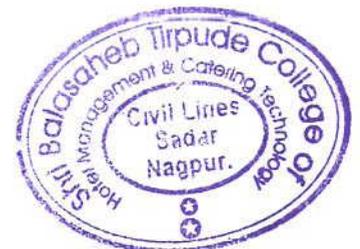
Please Circle a number to Rate

Sr.NO	Criteria	Rating Scale				
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2	How was the tour of the hotel?	1	2	3	4	5
3	Did the tour guide provide sufficient information?	1	2	3	4	5
4	How helpful and knowledgeable were the employees?	1	2	3	4	5
5	Overall Experience	1	2	3	4	5

What did you like most about the visit?

Very Good Experience in Hotel and
the very good and genuine staff of the hotel

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College of Hotel Management
& Catering Technology, Nagpur





Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: Yash omprakash Dhadkar

Name of course: B.H.M.C.T

Email Id: dhadkary@gmail.com

Mobile Number: 9370390989

Please Circle a number to Rate

Sr.NO	Criteria	Rating Scale				
1	How was the organization and planning of the visit?	1	2	3	4	5
2	How was the tour of the hotel?	1	2	3	4	5
3	Did the tour guide provide sufficient information?	1	2	3	4	5
4	How helpful and knowledgeable were the employees?	1	2	3	4	5
5	Overall Experience	1	2	3	4	5

What did you like most about the visit?

Indian spaciality restaurant

Javell

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College of Hotel Management
& Catering Technology, Nagpur





Industrial Visit Radisson Blu

Date: 08/04/2023

Feedback Form

Name of the student: _____

Name of course: _____

Email Id: _____

Mobile Number: _____

Please Circle a number to Rate

Sr.NO	Criteria	Rating Scale				
1	How was the organization and planning of the visit?	1	2	3	4	5
2	How was the tour of the hotel?	1	2	3	4	5
3	Did the tour guide provide sufficient information?	1	2	3	4	5
4	How helpful and knowledgeable were the employees?	1	2	3	4	5
5	Overall Experience	1	2	3	4	5

What did you like most about the visit?

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