



## INDIA: WORK EXPERIENCE - HOSPITALITY

A Hospitality Work Experience internship is an excellent way to observe experts in your field and learn how they work in India.

You will be based in the delightful bustling city of Madurai in the southern state of Tamil Nadu. We work with a 3 Star hotel that caters for business people and tourists alike. You'll have the opportunity to work in a variety of departments, including front office, housekeeping, food and beverage service and production.

India is a captivating country; buzzing with electrifying energy and culture!

Alive with dazzling colour, humming with noise and overflowing with a sensual overload of scents, sights and sounds; you are sure to be drawn in by the warmth and hospitality of the Indian people and mesmerised by the unique beauty and magic of this enchanting country.

### WHAT DO YOU GET?

- An exciting, never-to-be-forgotten adventure into Indian life and culture.
- New skills, more confidence, a greater understanding of a different culture, invaluable personal and professional development.
- An entry on your CV or résumé that will put you head and shoulders above most others in the job market.
- Experienced local staff with 24/7 back-up and support who'll meet you at the airport on your arrival - helps you **feel safe and never alone!**
- An in-depth Induction makes you **feel local straight away!**
- A unique insight into another culture – **see it from the inside** in a way you could never do as a tourist.
- An opportunity to **make lifelong friends from all over the world.**

And best of all ... **an unforgettable experience!**



### SUMMARY FACTFILE

<b>Start Dates</b>	All year round - You choose your start and finish dates!
<b>Duration</b>	Minimum stay 2 weeks and up to 1 year, subject to visa requirements
<b>Requirements</b>	You don't need any qualifications to do this project.
<b>Price</b>	For up-to-date prices, please check our website <a href="http://www.travellersworldwide.com">www.travellersworldwide.com</a>
<b>What's included</b>	► Accommodation ► Food (except lunch) ► Meeting you at the Airport ► Transfer to your accommodation ► Transport to and from your project ► Full pre-departure support ► Local in-country team support and backup ► 24-hr emergency support
<b>What's not included</b>	Flights, Insurance, Cost of Visas (if a visa is required we'll provide necessary documents and assistance). Return trip to the airport.
<b>Who can do this Project?</b>	All projects are open to all nationalities. You need to be aged between 17 and 70+

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## PROGRAMME OVERVIEW:

Our Hospitality Work Experience placement will give you a fantastic insight into the workings of a hotel in a different country. We work with a 3 star property that strives to provide rooms that are clean and comfortable, with friendly attentive service at a value conscious price. They endeavour to combine international standards of efficiency with the traditional Indian hospitality.

The hotel has brilliant facilities, including 85 air-conditioned rooms, a Health club, a Foreign Currency Exchange, Banqueting halls, and Wi-Fi facilities. There is also a multi-cuisine restaurant that offers a variety of culinary delights from Continental, Indian and Chinese cuisines. They also have a bar offering cocktails, mocktails and bar snacks!

Dependent on your experience and your area of interest you can work in one, or all of the following departments:

- Front Office
- House Keeping
- Food and Beverage Production (a diploma in Catering is required to work in this department as they have strict food preparation and hygiene levels to adhere to)
- Food and Beverage Service

Generally, you will be given an all round experience, with your time shared between the departments. You'll be able to choose if you wish to work on Saturdays, as this is the busiest day of the week. You can discuss this in the detailed induction you will be given on arrival at the hotel, in which you'll also be informed of the hotel rules and will have the opportunity to express any special interests you have so that the hotel can tailor make your volunteering experience to incorporate these!

**The experience you gain will be an excellent entry on your CV or Résumé as well as being invaluable to you in the future. No qualifications are required.**



## Work Content

Your time will usually be divided between the three main departments: Front Office, House Keeping and Food and Beverage Service. If you are qualified, you can also spend time working in the Food and Beverage Production department. These departments revolve around shift work, but you will not be required to work an entire shift. All of the staff is very friendly and helpful and they will make you feel extremely welcome.

Where you spend the majority of your time will depend very much on what you'd like to get out of your placement and in your area of interest in hospitality. Once we know what you want maximum exposure to, as well as the kind of experience you want to gain most, we'll arrange for you to be placed in the most suitable institution. We want to ensure that you gain the maximum benefit and experience from your placement.

Please contact us if you have a particular area that you would like to gain experience in that is not listed here and we will do our best to arrange an appropriate placement for you.

## Front Office

The duties that are included in a Front Office position consist of (to name a few): receiving guests, briefing the guests about the facilities in their rooms and in the hotel, maintaining the Check in Check out Register, attending phone calls and describing weekend trips and local sight seeing trips to Guests.

Front Office staff has two shift times: From 7am - 4pm and from 2pm - 11pm.



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**[Booking Form](#)**

## House Keeping

The duties of the House Keeping staff include: servicing rooms, collating data to know which rooms must be serviced and when to service the rooms as a 'stay' or as a 'departure,' general upkeep of the hotel, arranging flowers in all areas of the hotel, helping with laundry services, checking in and checking out services, handling of guests valuables and other belongings.

Housekeepers have two shift times: From 7am - 4pm and from 2pm - 9pm.

## Food and Beverage (F&B) Service

The hotel has both buffet and a la carte menus. The duties of the food and beverage service staff include: setting the tables, preparing the buffet lunch and dinner table, banquet booking, arranging conferences and working in the bar.

The F&B Service staff also work in shifts, with two shifts from 7am - 4pm and from 2pm - 11pm daily.

## Food and Beverage Production

All food preparations are dependent on the shift. If you wish to work in the food and beverage production department you must have a diploma in Catering. This is because they maintain the highest standards of quality and hygiene at the hotel.

The F&B Production department also works by the same shift pattern as the other departments, from 7am - 4pm and from 2pm - 11pm. You will not be required to work an entire shift.



## REQUIREMENTS:

You do not need any qualifications to apply for a hospitality placement. We do ask however that you are enthusiastic, self motivated and confident in working both alone and as part of a team. Ideally you should have an interest in the area of hospitality that you'd like to work in, or be studying towards. If you wish to work in the Food and Beverage Production department you will require a diploma in Catering.

Please contact us if you have a particular area that you would like to gain experience in that is not listed here and we will do our best to arrange an appropriate placement for you.

## LOCATION:

This project is situated in the bustling historical city of Madurai in the southern state of Tamil Nadu. Madurai is known by many names; 'Jasmine city' for the famous jasmine flowers that are cultivated here, 'the city of Nectar', Legend tells of a river of nectar that flowed after blessing from Lord Shiva, and the 'Temple City', Madurai really does have a temple or shrine on practically every street but it is most famed for the Sri Meenakshi Sundeswarar Temple. Named after the goddess Meenakshi, it was built in the 17<sup>th</sup> century and is an enormous structure with 12 towers adorned with colourful images of gods and goddesses, imaginative creatures and animals. This magnificent temple is the religious centre of attraction and a hive of activity which you won't want to miss. This area is awash with pilgrims market stalls and impressive souvenir shops. Madurai is also famous for its rich textiles and fabrics and superb quality gold and silver.

Madurai oozes true Indian culture and if you want to immerse yourself completely in the Indian way of life; Madurai is definitely the place to be! Children will stop you on the streets to chat to you and shake your hand and even ask for your autograph! You will be in demand everywhere you go and you'll feel like a celebrity, such is the warmth of the Indian people. Madurai is also the gateway to many tourist attractions and close to the neighbouring state of Kerala.



## ACCOMMODATION & FOOD:

Your accommodation could comprise of either staying with a host family or living in a Travellers flat. In either accommodation you may share a room with another Travellers volunteer. The accommodation you'll be allocated to will depend on which project you're doing and the number of volunteers there at the same time as you.

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## Host Family

For a complete Indian experience we can arrange for you to stay with one of wonderful host families. All of our hosts are very welcoming and not only will be made to feel part of the family you'll also gain a great insight into Indian culture and customs. Many of our volunteers remain friends with their host families long after they leave India and in some cases they return to the country later especially to visit their family.

You may share a room with one other volunteer; and you will have an en-suite western style bathroom. Most of the showers in our host accommodation are cold water; however your hosts will boil water for you on request.

All of our host family houses are just a few minutes' walk away from internet cafes, banks and snack shops and just a short auto ride into the centre of town. Our staff in Madurai also lives close-by.

The family will provide you with breakfast and dinner and it will be mainly local fare allowing you to taste a varied selection of delicious south Indian dishes and exotic fruits. You will need to make provision for your own lunch however as this is not included.

In some of our host accommodation you will take your meals with the family, however in others you may eat alone or with other volunteers if there are in the same accommodation at the same time as you.



## Volunteer Flat

Our volunteer flat is situated close to all our host families. This option gives you the chance to live within the local community whilst at the same time retaining your independence. This newly built flat is very modern, spacious, light and airy. It has a well kitted out kitchen and large lounge area with satellite TV, DVD and a good selection of DVDs for your entertainment.



You may share a room with one other volunteer; there is an en-suite bathroom with hot water and you also have your own private balcony! You will be provided with a food budget giving you the option to either cook for yourself or sample the local restaurants.

Eating in the local restaurants is cheap in Madurai with Thali's (a traditional south Indian meal served on a banana leaf) costing around Rs 60!. Many of the hotels in town have roof top restaurants offering incredible views across the town with the dramatic Sri Meenakshi Temple silhouetted on the skyline. Most restaurants are good quality and you can sample north as well as south Indian dishes along with a small selection of western food. Vegetarian food is in abundance! Bakeries and snack shops are on every street and you must try the delicious fruit; there is so

much choice; mango, pineapple, water melon, custard apples, jack fruit, coconut water and fresh fruit juices are simply delicious!

## VISAS:

For most nationalities visas are required, but don't worry we will liaise with you about your visa requirements, and make the visa process very easy.

## FLIGHTS:

You have the option to arrange your own flights or we can assist you with your flight arrangements. If you would like us to do this for you, we will liaise with you regarding available flights and dates to suit you. All arrangements for your flight bookings/payments will be fulfilled by [Murray Rogers Travel Limited](#), ATOL No. 6856.

## COSTS:

Please see the prices pages of our website [Full Price List](#). The price of this project is a reflection of the following costs:

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- ✓ Accommodation
- ✓ Food (except lunch)
- ✓ Meeting you at the airport
- ✓ Pick up from Madurai airport
- ✓ Transport to and from your placement, Monday to Friday only
- ✓ Local in-country team support and backup
- ✓ 24hr emergency helpline
- ✓ Full pre-departure support
- ✓ UK administration
- ✓ Marketing (brochures, website design and maintenance, attending careers fairs, advertising, website listings and presentations)
- ✓ Project Research/Site Inspection
- ✓ Staff Training/Equipment
- ✓ Donations to worthwhile projects

## HOW YOU MAKE A DIFFERENCE:

By joining a Travellers Programme you enable us to keep donating money to worthwhile projects around the world; from clothing and feeding school children, building playgrounds or funding vital conservation research - your participation makes these donations possible.

For every volunteer, a donation is made by Travellers on your behalf into the **Bridge the Gap Foundation**. This Foundation was set up by us to donate directly to particularly worthwhile and necessary projects for children and animals around the world, and partners with other NGO's to raise match-funding for worthy projects.

## COUNTRY PROFILE:

India, officially Known as 'Republic of India' (in Hindi known as Bharat or Hindustan), is the seventh largest and second most populous country in the world with a staggering population of over **1 billion!!** At times it can feel as if the whole population is in the same place at the same time as you! You will become fascinated with India, its cultures, its people, and the continuous stream of activity.

India is bordered on the north by Pakistan, China, Nepal, and Bhutan; on the east by Bangladesh, Myanmar, and the Bay of Bengal; on the south by the Palk Strait, the Gulf of Mannar and the Indian Ocean; and on the west by the Arabian Sea and Pakistan. At the bottom tip of the country at Kanyakumari, three seas meet – the Indian Ocean, the Arabian Sea and the Bay of Bengal. Hoards of people converge to dip their toes in the 3 oceans!

The sights, sounds, and scenery of India are unique and amazing with grandiose temples, abundant wildlife, lush paddy fields, and stunning beaches. In the north, shrub-land, desert and the searing majestic Himalayas create a sublime backdrop and a visit to the 'Golden Triangle' to take in the magnificent Taj Mahal, the palaces, forts and deserts of Rajasthan is a must. In the south, magnificent temples and gorgeous beaches abound; India really is a diverse land of contrasts.

Religion plays an important role in the life of the country, and is one of the few countries in the world which have such an ancient and diverse culture. Their arts and crafts are world renowned with sport being one of their favourite past times, and cricket still acting as one of the most popular activities.

In the South of India winter starts around November and lasts until February. Temperatures rarely drop below 25C during the day but the evenings can be a little cooler. Summer, the hot dry season starts around April and continues till July. The latter half of May in Madurai is the peak of summer with temperatures soaring to 40C and above. There are two monsoons in the south; the first is the Southwest monsoon that occurs 1 June–30 September, however Madurai doesn't see too much rain at this time. The Northeast monsoon occurs between October and December; the rains can be abundant although rarely does it rain all day or indeed every day but it cause disruptions to the traffic and on occasions schools can be closed.

## THINGS TO DO IN: SOUTH INDIA

- **Ride an elephant at Periyar Wildlife Sanctuary;** this is one of the top wildlife parks in the country and within easy reach of Madurai. You can go trekking through the jungle, take a relaxing boat ride to enjoy the stunning scenery and keep an eye out for wildlife; visit spice plantations, watch the local kathakali dance and top off your weekend with an elephant ride!
- **Visit the beautiful beaches of Kerala;** for a relaxing weekend on the beach, Kovalam and Varkala are a must. Kerala is the home of Ayurveda so get pampered by booking a massage, facial or a yoga course. Stay in a bamboo hut and spend the afternoon reading in your hammock and in the evenings tempt your tastebuds by the multitude of seafood on offer.
- **Explore the palaces and gardens of Mysore and Bangalore;** An overnight trip from Madurai is the stunning Maharaja's Palace of Mysore, on Sunday evenings it is lit with over 5,000 bulbs and is a stunning site. Bangalore is just 3 hours away and here you can shop until you drop; it has western shops, wonderful restaurants and nightlife galore.

**Relax in the cool temperatures of Kodaikanal;** this hill station is just a few hours away from Madurai and is a cool relief from the heat of the city. Take a stroll through the beautiful shola forests, visit waterfalls, go horse riding, cycling or take out a pedalo on the lake. Don't forget to pick up some hand made chocolates and honey; they're absolutely delicious!

### WHY GO WITH TRAVELLERS WORLDWIDE?

- Professional work experience placements
- 15 years' experience sending thousands of participants overseas, plus the largest variety of **flexible projects** that are **value for money!**
- Excellent support - second to none in the industry
- Accredited projects helps **appeal to future employers**
- Your own dedicated Project Co-ordinator to answer all questions prior to, during and after your **trip of a lifetime!**
- Detailed information on your project and country and suggestions, safety guide, tips and checklists, via our *EXTRANET*, **available from anywhere, 24/7.**
- 24/7 emergency helpline for you and your family
- Free pick up from the nearest airport .

### HOW TO BOOK:

Please complete a [booking form](#) online or you can send a postal booking from our free brochure. When we receive this, we'll telephone you to discuss the details and then start the exciting process of planning your trip!

**We do hope you'll join us and are confident that you'll find this an incredible experience. Don't hesitate to contact us with any questions - we'll be happy to help you plan your exciting adventure!**

You may also be interested in other courses with Travellers, or do other projects in India – please visit our [website](#) for details of all our projects. In fact you can choose from over 300 projects in 19 countries!

## Make a Difference – Get Involved!



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