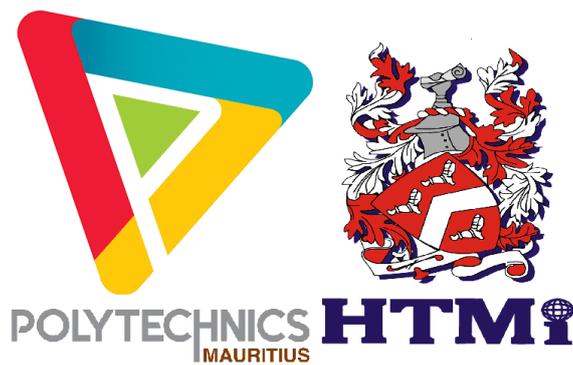


WORK-BASED LEARNING DURING CONFINEMENT



Project-Based Internship by Diploma Year 2 Students

During the Covid-19 pandemic due to the sanitary restrictions put forward by the authority, hotels could not welcome the students of PML. A new strategy on having the students follow their internship program was implemented with an MOA between Polytechnic Mauritius and the Industry partner for the good learning process of students. The students brought qualified knowledge into play and get to try out their theoretical and methodological competencies in practice. The project-based internships gave the Industry partner the opportunity to meet students and introduce them to the company with a view to possible later employment. It requires an investment from both parties – in time, commitment, planning, and matching expectations.

The project-based Internship program lasted 12 weeks during the covid-19 confinement. Students had to work in peers to present their projects online through Microsoft Teams. There were 17 projects in total. They were given a time frame of 15mins for their presentation and 10 mins question time. After the 12 weeks, students were evaluated and the marks obtained would be added for successfully completing their Diploma.

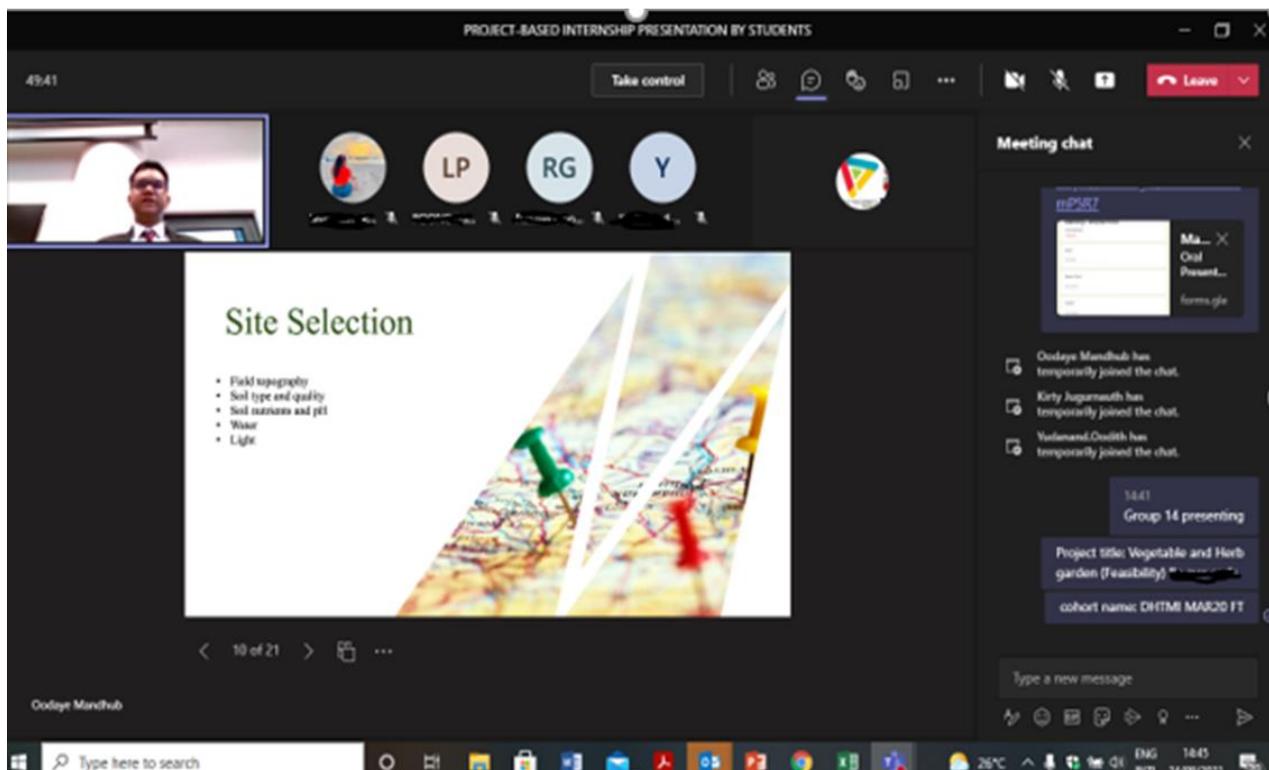
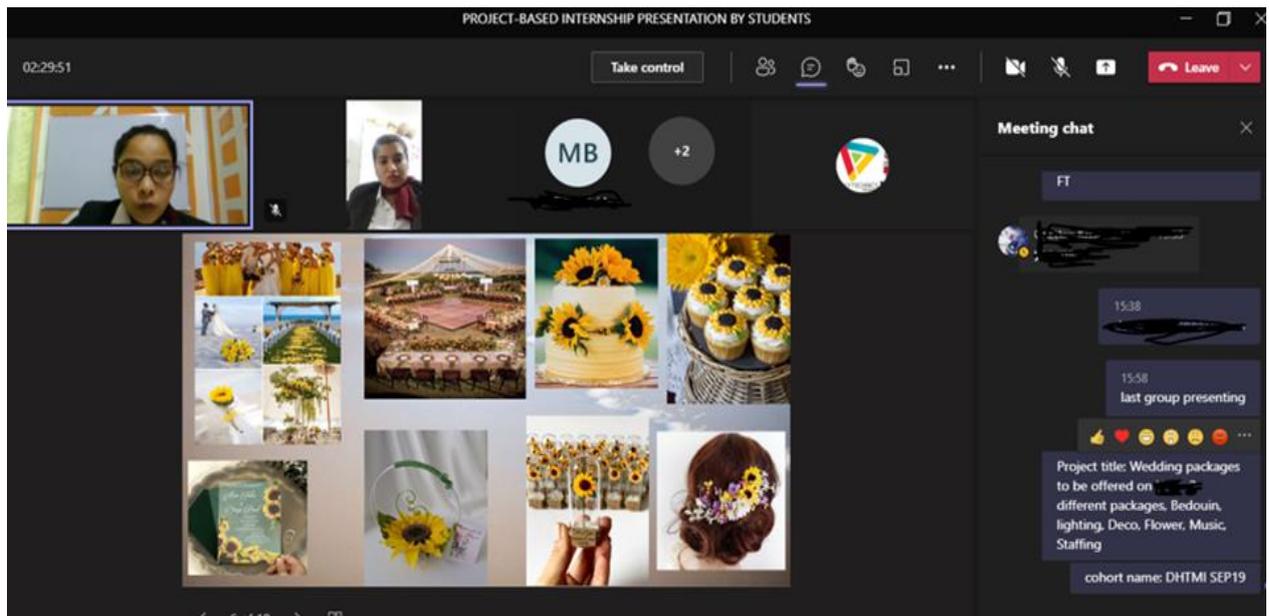
Students were evaluated on the following criteria:

1. Learning and developing project and communication skills
2. Gaining first-hand understanding of the inner workings of an organisation
3. Making a positive contribution to an organisation
4. Solving problems by taking initiative and using creativity during project implementation
5. Ability to consider the implication of Covid-19 and the safety measures
6. Using proper marketing tools to investigate the impacts of external and internal factors on the project (E.g. PESTEL & SWOT)
7. Ability to capitalise on sustainable practices pertaining to the respective projects at all levels

List of projects by submitted by students for the industry partner (host)

Project No.	Project Name
1	A local art exhibition with focus on recycled materials
2	An Internal culinary competition for a hotel group
3	Design new activities for Kids Club by implementing healthy and fun menus for the Kids
4	Design of Healthy Menu for a hotel restaurant
5	Design new signature experiences for a 5-star hotel
6	Local outsourcing of fruits and vegetables for hotels in the East Region
7	Places to visit in Mauritius and trips around the island
8	Play date for Kite surfing
9	Preparing spa events and parties for hotel guests
10	Organising events for hotels in the East Region
11	Quarterly Food festival for a 5 stars hotel
12	Redesigning a new training plan for the Housekeeping department of a 5-star hotel
13	Review all sanitary measures that need to be implemented in all hotel departments
14	Designing vegetables and herbs garden for a 5-star hotel
15	Designing vegetables and herbs garden for a beach restaurant
16	Redesigning the menu of a main hotel restaurant with proper costing, suppliers, suitable logo that reflects the concept
17	Organising wedding events

Students presenting their projects to industry partner on Microsoft Teams



PROJECT-BASED INTERNSHIP PRESENTATION BY STUDENTS

38:40

Request control

YD RG CR

Children Halloween Party

Activities are offered to children where they will have the liberty to express their creativity and have fun with the sanitary measures. Parents of children will be allowed to accompany and staff will be available for each activities if there is any queries.

Activities	Prices
Scavenger Hunt	Rs150
Pumpkin Carving	Rs200
Halloween Pinata	Rs250
Pumpkin Patch Stomp	Rs100
Apple Bobbing	Rs100
Face Painting	Rs100
Virtual costume contest	Free of charge

- Date: 31th October
- Venue: [Redacted]
- Target customer: Family with Children

Darshita Appalaenmy

Meeting chat

Group 9 presenting

Project title: Prepare a package for Spa parties to be held on [Redacted] Prices, Postcard, Treatments, Wellness menu

cohort DHTMI MAR20 FT

1424 <https://forms.gle/9vt7F5YH8ismp298Z>

Darshita Appalaenmy has temporarily joined the chat.

1434 Group 10 presenting

Title: Prepare the events for the hotels in east coast

Type a new message

PROJECT-BASED INTERNSHIP PRESENTATION BY STUDENTS

02:11:51

Take control

CR +2

Business Plan

BUSINESS PLAN

- Transportation- car for couples / coach for guests
- Welcoming Team with drinks
- Guided Tour of the property
- Meeting wedding Coordinator
- Finalizing paper work with Signature
- Clearance of Payment
- Client retiring to their room
- Visual Planning [show casing before dinner]

TARGET MARKET



4 of 18

Meeting chat

This meeting chat is muted. Settings

15:38 [Redacted]

15:58 last group presenting

group 17

Project title: Wedding packages to be offered [Redacted] - 3 different packages, Bedouin, lighting, Deco, Flower, Music, Staffing

cohort name: [Redacted]

Type a new message

20 new notifications

Type here to search

24°C

ENG

16:07

PROJECT-BASED INTERNSHIP PRESENTATION BY STUDENTS

01:45:56

Request control

RG CR DC SV

Meeting chat

that needs a revamp. Redesign its menu with proper costing, suppliers, suitable logo that reflects the concept

Last read

15:30

15:33 Cohort name is

15:33

15:38

Type a new message

Sanitary protocol

Suncare = guestcare

Restaurant & Bar Precautions

- Temperature check of guests at lunch and dinner. [Using thermo graphic thermometers].
- We have rewarded the means to increase live cooking.
- Menu of all outlets available on 'SUNAPPS', and guests are invited to use

Tools: Fill & Sign, Comment, Export PDF, Create PDF, Adobe PDF Pack, Select File to Convert to PDF, Select File, Edit PDF, Combine PDF, Send Files, Share Files

PROJECT-BASED INTERNSHIP PRESENTATION BY STUDENTS

52:52

Take control

LP RG Y

Meeting chat

m5587

Ma... Oral Present... forms.gle

14:41 Group 14 presenting

Project title: Vegetable and Herb garden (Feasibility)

cohort name:

Garden Layout

Lettuces	Basil	Green onions
Carrot	Thyme	Chinese green
Coriander	Tomato	Chilli
Pepper		

13 of 21

Pictures of presentations



Starter

Grilled Veggies Skewer 
 Corn, Zucchini & Mushroom
 119 calories



Rs 260



Vegan



Vegetarian

Grilled Shrimp & Honey
 Shrimp, Pineapple & Honey
 210 calories



Rs 195

Leek Pea Watercress Soup 
 Leek, pea & watercress,
 154 calories



Rs 350

Beverage

Cucumber & Mint Cooler
Mocktail
 Cucumber, lemon & Soda Water
 20 calories



Rs 110

Lemon & Lime Cocktail
 Lemon, Lime & Mint
 60 calories



Rs 135

Watermelon Iced Tea
 Watermelon, Black Tea, Sugar
 50 calories



Rs 230

Our Unique Logo and branding



- ✓ The logo represents our theme of recycling and go green concept.
- ✓ The word "Reclaim" put emphasis on reusing, rebuilding, recreating that is, everything concerning to recycling and artworks made with trash or reused material.
- ✓ The slogan "Never Refuse to Reuse", clearly explains about reusing instead of throwing and neglecting.

Note: This logo has been created only for this purpose.

About local Organisations invited

MAURITIUS GLASS GALLERY

At the Mauritius Glass Gallery, 100%-recycled glass is blown back to life into a myriad of forms and a dazzling kaleidoscope of colors that can only inspire marvel.

Founded in 1991 by one of the largest beverage companies on the island, the Mauritius Glass Gallery was set up with the mission to protect the environment and recycle glass waste. All the recycled glass creations are handmade and have found their way into today's contemporary and interior designs.



At the museum, which is situated between the workshop and the gallery, you will enter the amazing history of glass blowing. Used bottles and other glass products are brought

- We will also be selling some of our products from the hotel, such as, glasses, cups towels, and bed sheets.
- Even the inviters will be most welcome to sell their products with the visitors.
- Our target is to sell at least 200 glasses, 200 cups, and 100 bed sheets with guests.

Our objectives

- As it is based on recycling our main objective is to awaken people consciousness about what is really happening around them.
- Recycling has also become one of the main goals in the society.
- This exhibition is also to inspire local artists who search for inspiration that surround them while others express their feelings in the artwork.
- Nowadays there are many artists who use recycled or reused objects to make attractive pieces of contemporary art and literally turn everyday trash into creative treasures.

Some local artworks can be found in the following pictures below.



The Budget

Expenses

According to a Professional Convention Management Association (PCMA) survey, 36% of all expenses are for food and beverages (F&B) alone. This chart shows an overview of the most common expenses for the events.

Signature Experiences

- ❖ Fishing Experience
- ❖ Sunset Ceremony
- ❖ Moonlight Massage





Possible loopholes and solutions

Loopholes

- ▶ Decrease of vegetables during winter season

Seasonality of fruits and vegetables

Most substantial suppliers come from North, West and Central region

Solutions

- ▶ Increase in hydroponics production.

Methods of preservation to keep the crops for a longer period.

Some substantial supplier are now emerging.

Benefits of doing market research pertaining to this project

- ▶ Knowledge and understanding about substantial suppliers location.
- ▶ New trends and solution implemented by government during this period of pandemic.
- ▶ Strategies implemented to target local customers.



**MARKET
RESEARCH**

TRIPS AROUND MAURITIUS

AGENDA

INTRODUCTION

TARGET MARKET

YOUNG ADULTS

ADULTS

HONEYMOONERS

FAMILIES

ELDERLY

SWOT ANALYSIS

RISK ASSESSMENT ANALYSIS

Risk	Control	Residual Risk	Residual Risk (Acceptable)
1. Lack of staff	1. Hire staff in advance	Low	Low
2. Poor weather	2. Check weather forecast	Medium	Medium
3. High cost of transport	3. Book transport in advance	Low	Low
4. Lack of equipment	4. Check equipment in advance	Low	Low
5. Poor customer service	5. Hire staff in advance	Low	Low

COVER PROCEDURES

MAIN MATERIALS NEEDED

CONCLUSION

THANK YOU FOR YOUR ATTENTION

PLAY DATE FOR KITESURFING

AGENDA

Event Description

Location

Weather Conditions

Sponsors

Organizational structure

SWOT ANALYSIS

Sustainability Practices

Sanitary Protocols

Package

Package

Marketing

Marketing

List of References

THANK YOU

SPA PARTY

Agenda

MEET OUR TEAM MEMBERS

Introduction

CONTS (What to expect in this spa)

Extherique

ESTHETIQUE PACKAGE

Heal your inner self

HEAL YOUR INNER SELF PACKAGE

Elderly

ELDERLY PACK

Mission and vision

Our Vision

Our Mission

Spa sanitary measures

Covid 19 impact on spa and safety measures

Conclusion

Recommendation

References

THANK YOU FOR YOUR KIND ATTENTION

HALLOWEEN ADULT PARTY

Décor:

- Halloween theme
- Spooky sounds
- Staff costume

Night party:

- 20hr to midnight
- For hotel clients- RS 1000
- For outsiders – RS 1500
- Alcoholic drinks exclude from price
- Costume obligatory
- Age restriction: above 18yrs
- Outdoor discotech

Service:

- Welcome Halloween drink
- Trick or treat for guest
- Costumes boutique
- Special menu
- Photo booth
- Covid measure safety

Games:

- Adult only games
- Haunted House
- Item guessing
- Virtual costumes contest

Food and beverage:

- Related to Halloween

Food and beverage:

- Menu card

This grid contains 15 presentation slides for an event. The slides are numbered 1 through 15 and cover the following topics:

- Slide 1:** Quarterly food festival in the East Coast (from venues, participants and organization of the event)
- Slide 2:** Agenda
- Slide 3:** Logo
- Slide 4:** Mission, vision and objectives
- Slide 5:** Event Description
- Slide 6:** SWOT ANALYSIS
- Slide 7:** PESTEL ANALYSIS
- Slide 8:** Organizational structure
- Slide 9:** Programming and entertainment
- Slide 10:** Food safety precautions
- Slide 11:** COVID-19 Protocols
- Slide 12:** SUSTAINABILITY
- Slide 13:** Marketing and Sponsors
- Slide 14:** Conclusion
- Slide 15:** REFERENCES

This grid contains 15 presentation slides for hotel management. The slides are numbered 1 through 15 and cover the following topics:

- Slide 1:** REVIEW ALL SANITARY MEASURES IN ALL HOTEL DEPARTMENTS
- Slide 2:** AGENDA
- Slide 3:** INTRODUCTION
- Slide 4:** FROM SECURITY DEPARTMENT TO FRONT OFFICE
- Slide 5:** RESTAURANTS AND BARS
- Slide 6:** KITCHEN AND PURCHASING DEPARTMENT
- Slide 7:** KIDS CLUB, RESORT BOUTIQUE AND BOATHOUSE
- Slide 8:** HOUSEKEEPING
- Slide 9:** SPA AND FITNESS
- Slide 10:** POOL, AREA, ENGINEERING AND MAINTENANCE
- Slide 11:** HUMAN RESOURCES, SALES AND MARKETING, ACCOUNTS AND CREDIT
- Slide 12:** INFORMATION TECHNOLOGY
- Slide 13:** THE GUEST'S JOURNEY: FROM ARRIVAL TO DEPARTURE
- Slide 14:** RE-OPENING OF AIRPORT
- Slide 15:** RECOMMENDATIONS

Overview of the projects

➤ PROJECT 1

Project title:

A local art exhibition with focus on recycled materials

Descriptions:

The project is about preparing a local art exhibition event for a hotel by using recycled materials. It covers important parts and among them is the United Nations Sustainable Development Goals. By inviting local artists, this project will benefit the hotel to have viewers, buyers and at the same time sensitizing people about the carbon footprint consequences. Students learnt how to plan a local exhibition event by focusing on the impact of environmental factors.

➤ PROJECT 2

Project title:

An Internal culinary competition for a hotel group

Descriptions:

The project is about organising a culinary competition for a hotel by focusing on sustainability practices for e.g., organic food, food waste, and recycled materials. This will encourage the staff of hotels to showcase their culinary talents, knowledge, and skills to both their colleagues and hotel guests. Students learnt about rules & regulations and the requirements for planning competition at the organisational level where both staff, stakeholders, and hotel guests will benefit.

➤ PROJECT 3

Project title:

Design new activities for Kids Club by implementing healthy and fun menus for the Kids

Descriptions:

The project is about designing program activities for the kids' club and proposing healthy and nutritious menu. Students learnt about designing weekly calendar activities for children as well as proposing nutritious menus for a healthy lifestyle.

➤ **PROJECT 4**

Project title:

Design of Healthy Menu for a hotel restaurant

Descriptions:

The project is about designing healthy menu ideas for a hotel's main restaurant. The menu was designed taking into consideration the calories, nutritious meals with nutrient contents, a balanced meal plan, and the food groups. The menu included a starter, main course, and dessert. It also included beverages and kids' menus. Students had to balance creativity with health and by not disregarding pricing, suppliers' selections, HACCP, and the marketing strategy.

➤ **PROJECT 5**

Project title:

Design new signature experiences for a 5-star hotel

Descriptions:

The project is about proposing new and unique signature experiences for guests to have a memorable stay in a 5-star hotel. The focus was made on mixology classes and live cooking experiences. Students learnt about creating memorable experiences by analysing the guests' needs.

➤ **PROJECT 6**

Project title:

Local outsourcing of fruits and vegetables for hotels in the East Region

Descriptions:

The project is about the local outsourcing of fruits and vegetables for hotels in the East coast Regions. A list of approved local suppliers meeting the supplier's code of conduct policy set by the hotel was chosen. Students learnt how to do the selection of suppliers for quality products, the market research and at the same time focusing on HACCP requirements.

➤ **PROJECT 7**

Project title:

Places to visit in Mauritius and trips around the island

Descriptions:

The project is about planning trips for tourists around the Island. A risk assessment analysis was done to identify the loopholes. Students had to create an itinerary of activities proposed for the trips, made travel arrangements, cater for food, research destinations, and target market.

➤ **PROJECT 8**

Project title:

Play date for Kite surfing

Descriptions:

The project consists of proposing events for kite surfing by considering partnerships with event's organisers, hotels and other concerned stakeholders. To make it a successful adventure for the customers, important factors like weather conditions, locations and safety protocols were taken into consideration. Students learnt about the requirements necessary in making water sports activities a memorable experience for hotel guests.

➤ **PROJECT 9**

Project title:

Preparing spa events and parties for hotel guests

Descriptions:

The project consists of designing spa party events and treatments packages offering a unique wellness journey tailored to the expectations of the customers. Students learnt to design spa menus consisting of the different treatment packages, pricing, marketing aspect, and planning of spa events. They also learnt on understanding the customer's needs.

➤ **PROJECT 10**

Project title:

Organising events for hotels in the East region

Descriptions:

The project consists of organising a series of events to be held on the East coast regions of the Island. Local people and tourists were targeted. Students learnt how to create calendar events by liaising with stakeholders for big hotel functions and on doing market research and budgeting.

➤ **PROJECT 11**

Project title:

Quarterly food festival for a 5-star hotel

Descriptions:

The project consists of organizing food festivals with entertainment for a 5-star hotel. Food festivals are important components of local food tourism because a destination can promote places, activities, and local food products for a value-added experience to the tourists. Students learnt about the different types of cuisines and F&B services promotions by focusing on high-quality local products like fruits and vegetables, fish, and meat.

➤ **PROJECT 12**

Project title:

Redesigning a new training plan for the Housekeeping department

Descriptions:

The project consists of devising new training plans for staff in the housekeeping department for the post-covid reopening of a 5-star hotel. The focus was made on how beneficial the training would be in terms of hygiene and safety for both the employees and the guests. Students had a better understanding of the housekeeping department organigram. They had a clear overview of the different equipment, the cleaning process, the policies and protocols required to ensure a safe working environment.

➤ **PROJECT 13**

Project title:

Review all sanitary measures that need to be implemented in all hotel departments

Descriptions:

The project consists of reviewing all the sanitary measures including HACCP in all the hotel departments. Having a clean hygienic hotel and caring for the guest's safety is one of the essential factors in gaining customer loyalty. Students learnt the implementation and importance of hygiene and sanitation for a safe guest journey i.e., from arrival to departure. The focus was also made on covid-19 protocols i.e., pre-covid and post-covid.

➤ **PROJECT 14**

Project title:

Designing vegetables and herbs garden for a 5-star hotel

Descriptions:

The project is about designing a garden with the daily used vegetables and herbs by the main restaurant of a 5-star hotel. To sustain the hotel's need for food supply, a vegetables and herbs garden was design in the hotel yard. This will benefit in terms of sustainable initiatives of the hotel and also in the procurement of organic food in the main restaurant. It will also be included in the guest journey activities where hotel guests can participate. Students learnt about the techniques and differences between traditional farming and green-housing farming. They worked on SWOT and PESTLE analysis.

➤ **PROJECT 15**

Project title:

Designing vegetables and herbs garden for a beach restaurant

Descriptions:

The project is about designing a garden with the daily used vegetables and herbs by a beach restaurant. This would provide the restaurant with fresh and green vegetables and reduce its costs in terms of buying. Students had to work on a risk assessment analysis, PESTLE analysis and understand the impact of environmental factors due to the fact the restaurant is located near the sea. They learnt about the importance of biodiversity to the environment.

➤ **PROJECT 16**

Project title:

Redesigning the menu of a hotel restaurant

Descriptions:

The project consists of redesigning the menu of the main hotel restaurant with the selection of suppliers, costing, logo, and marketing tools. The students had to apply the theory learnt

in classes to real project creation. SWOT and PESTLE analysis was used to compare actual and new menu proposals.

➤ **PROJECT 17**

Project title:

Organising wedding events

Descriptions:

The project consists of organising wedding events with memorable experiences for the hotel's guests. Students learnt about the different wedding packages, set-up of tents/marquees, lighting, déco, music, events concept, fireworks and liaison with stakeholders, and staffing requirements for wedding functions.