

## COMPANY CERTIFICATE



Date: 22/11/2022

### TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Shrivane Dongre has done her internship in Operations at Dusters Total Solutions Services Pvt Ltd, Pune, from 19<sup>th</sup> September 2022 to 19<sup>th</sup> November 2022.

During her internship, she has demonstrated her skills with self-motivation to learn new skills. Her performance was satisfactory.

We wish her all the best.

For Dusters Total Solutions Services Pvt Ltd

Shoba Saji

Vice President – Human Resources

**DUSTERS TOTAL SOLUTIONS SERVICES PVT. LTD.**

Regd. Office: #222/1, Corporate Mile, 3rd Floor, Therasah Road, Vasant Nagar, Bangalore - 560 052 T. 080 6619 6000 W. [www.dts.in](http://www.dts.in)  
Mumbai Regional Office: 201 & 202, Building No. 1, B-Wing, Kulkarni Industrial Complex, Parsola, Vilekhal (W), Mumbai - 400 079 T. 022 4238 1111  
CN - U74999KA2007PTC042734



MAHARASHTRA STATE INSTITUTE OF HOTEL MANAGEMENT AND  
CATERING TECHNOLOGY AND RESEARCH SOCIETY, PUNE  
**MAHARASHTRA STATE INSTITUTE OF MANAGEMENT AND  
CATERING TECHNOLOGY**


(UG & PG – Degree Programme)

412 – C, K.M. Munshi Marg, Bahirat Patil Chowk, Shivajinagar, Pune – 16.

☎ - 25670640 Email: [coordinator@msihmctrs.in](mailto:coordinator@msihmctrs.in), web site: [msihmctrs.in](http://msihmctrs.in)

## CERTIFICATE

This is to certify that Project Report titled “To analyse the impact of night shift tasks for increasing the levels of clients satisfaction.” is a bonafide work carried out by Ms. Shravanee Dattatray Dongre of our Institute for fulfillment of Master of Hotel Management and Catering Technology (MHMCT) degree of the University of Pune. She has worked under our guidance and supervision. The material referred from other sources has been duly acknowledged.

  
Dr. Yidya Kadam  
Name of Guide

  
External Examiner  
1/2/23

  
Dr. Seema Zagade  
Principal

Date: 01/02/23

Place: Pune



MAHARASHTRA STATE INSTITUTE OF HOTEL MANAGEMENT AND  
CATERING TECHNOLOGY AND RESEARCH SOCIETY, PUNE  
**MAHARASHTRA STATE INSTITUTE OF MANAGEMENT AND  
CATERING TECHNOLOGY**

(UG & PG – Degree Programme)

412 – C. K.M. Munshi Marg, Bahirat Patil Chowk, Shivajinagar, Pune – 16.

☎ - 25676640 Email: [coordinator@msihmctrs.in](mailto:coordinator@msihmctrs.in), web site: [msihmctrs.in](http://msihmctrs.in)

## CERTIFICATE

This is to certify that Project Report titled **“To study the implementations of Ergonomics in Housekeeping operations of Facility Management sector”** is a bonafide work carried out by **Ms. Saishwari Santosh Surve** of our Institute for fulfillment of Master of Hotel Management and Catering Technology (MHMCT) degree of the University of Pune. She has worked under our guidance and supervision. The material referred from other sources has been

duly acknowledged.

**Dr. Vidya Kadam**  
Name of Guide

**External Examiner**

1/2/23

**Dr. Seema Zagade**  
Principal

**Date:** 01/02/23

**Place:** Pune

## COMPANY CERTIFICATE



Date: 22/11/2022

### TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Saishwari Surve has done her internship in Operations at Dusters Total Solutions Services Pvt Ltd, Pune, from 19<sup>th</sup> September 2022 to 19<sup>th</sup> November 2022.

During her internship, she has demonstrated her skills with self-motivation to learn new skills. Her performance was satisfactory.

We wish her all the best.

For Dusters Total Solutions Services Pvt Ltd

Shoba Sajl

Vice President - Human Resources

**DUSTERS TOTAL SOLUTIONS SERVICES PVT. LTD.**

Head Office: # 332 / 1, Corporate Mile, 3rd Floor, Theraswadi Road, Vashanti Nagar, Bangalore - 560 052 T: 080-9879 6000 W: www.dtsa.in  
Mumbai Regional Office: 201 & 202, Building No. 1, B-Wing, Kalash Industrial Complex, Parkside, Vashi (N), Mumbai - 400 079 T: 022 4238 1111

CIN - U74999KA2007PTC042724





MAHARASHTRA STATE INSTITUTE OF HOTEL MANAGEMENT AND  
CATERING TECHNOLOGY AND RESEARCH SOCIETY, PUNE  
**MAHARASHTRA STATE INSTITUTE OF MANAGEMENT AND  
CATERING TECHNOLOGY**

(UG & PG – Degree Programme)

412 – C. K.M. Munshi Marg, Bahirat Patil Chowk, Shivajinagar, Pune – 16.

☎- 25676640 Email: [coordinator@msihmcrtts.in](mailto:coordinator@msihmcrtts.in), web site: [msihmcrtts.in](http://msihmcrtts.in)

**CERTIFICATE**

This is to certify that Project Report titled “Analysis of daily digital operations of Housekeeping in a Facility Management Company” is a bonafide work carried out by Mr. Somesh Harishchandra Lawar of our Institute for fulfillment of Master of Hotel Management and Catering Technology (MHMCT) degree of the University of Pune. He has worked under our guidance and supervision. The material referred from other sources has been duly acknowledged.

  
**Dr. Vidya Kadam**  
Name of Guide

  
External Examiner  
1/2/23

  
**Dr. Seema Zagade**  
Principal

Date: 01/02/23

Place: Pune



## ACKNOWLEDGEMENT



Date: 22/11/2022

### TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Somesh Lawar** has done his internship in **Operations** at **Dusters Total Solutions Services Pvt Ltd, Pune**, from **19<sup>th</sup> September 2022** to **19<sup>th</sup> November 2022**.

During his internship, he has demonstrated his skills with self-motivation to learn new skills. His performance was satisfactory.

We wish him all the best.

For Dusters Total Solutions Services Pvt Ltd

Shoba Sajl

Vice President – Human Resources

**DUSTERS TOTAL SOLUTIONS SERVICES PVT. LTD.**

**Head Office** # 332 / 1, Corporate Mkt, 3rd Floor, Thimmaiah Road, Vasanth Nagar, Bangalore - 560 052 T. 080 6819 6000 W. [www.dts.in](http://www.dts.in)  
**Mumbai Regional Office** 201 & 202, Building No. 1, B-Wing, Kalash Industrial Complex, Parkside, Vilepari (W), Mumbai - 400079 T. 022 4238 1111  
CIN - U74999KA2007PTC042734



MAHARASHTRA STATE INSTITUTE OF HOTEL MANAGEMENT AND  
CATERING TECHNOLOGY AND RESEARCH SOCIETY, PUNE  
**MAHARASHTRA STATE INSTITUTE OF MANAGEMENT AND  
CATERING TECHNOLOGY**

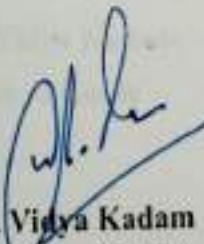
(UG & PG – Degree Programme)

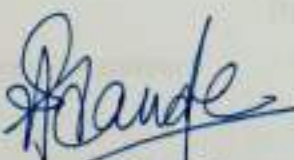
412 – C, K.M. Munshi Marg, Bahirat Patil Chowk, Shivajinagar, Pune – 16.

☎ - 25676640 Email: [coordinator@msihmctrs.in](mailto:coordinator@msihmctrs.in), web site: [msihmctrs.in](http://msihmctrs.in)

## CERTIFICATE

This is to certify that Project Report titled “A study on effectiveness of front office services in satisfying customers” is a bonafide work carried out by  
Ms. Poonam Ashok Muzumdar of our Institute for fulfillment of Master of Hotel Management and Catering Technology (MHMCT) degree of the University of Pune.  
She has worked under our guidance and supervision. The material referred from other sources has been duly acknowledged.

  
Dr. Vidya Kadam  
Name of Guide

  
External Examiner  
1/2/23

  
Dr. Seema Zagade  
Principal

Date: 01/02/23

Place: Pune



Date: 10<sup>th</sup> November 2022

TO WHOMSOEVER IT MAY CONCERN

This is to certify that, Ms. Poonam Ashok Muzundar (alias Mrs. Shradha Sushant Pai) doing Masters in hotel management from Maharashtra State Institute of Hotel Management & Catering Technology, Pune did her Summer Internship Program (Supervisory Level Training) with us for 8 weeks starting from 3 September to 28 October 2022 in Front office department.

Based on her performance during this period we are glad to give appraisal for her as follows:

- |                                  |             |
|----------------------------------|-------------|
| 1. Communication skills:-        | Outstanding |
| 2. Team work:-                   | Outstanding |
| 3. Eagerness to learn:-          | Excellent   |
| 4. Ability to learn:-            | Outstanding |
| 5. Customer service orientated:- | Excellent   |
| 6. Attendance & Punctuality:-    | Very good   |

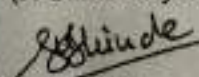
She is honest, takes responsibility, competent with positive attitude and open to suggestions and feedback.

She did her research on 'Effectiveness of Front Office Services in Satisfying Customer Expectations' without disturbing hotel routine work or displeasing guest and according to hotel norms.

We are happy to say that the Research Quality of her work is worth implementing in our training program.

We wish her all the best for future studies.

For Citrus Hotels  
(A Unit of Raysons Marketing Pvt. Ltd., Kolhapur)

  
Simita Shinde  
Human Resource Manager







MAHARASHTRA STATE INSTITUTE OF HOTEL MANAGEMENT AND  
CATERING TECHNOLOGY AND RESEARCH SOCIETY, PUNE

**MAHARASHTRA STATE INSTITUTE OF MANAGEMENT  
AND CATERING TECHNOLOGY**

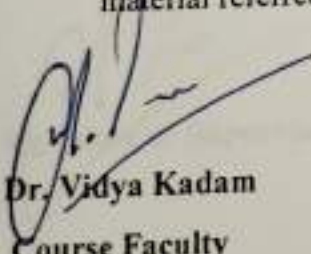
(UG & PG – Degree Programme)

412 – C, K.M. Munshi Marg, Bahirat Patil Chowk, Shivajinagar, Pune –  
16.

☎ - 25676640 Email: [coordinator@msihmctrs.in](mailto:coordinator@msihmctrs.in), web site: [msihmctrs.in](http://msihmctrs.in)


## CERTIFICATE

This is to certify that Project Report titled **“Implementation of training modules to the soft service workforce of the facility management industry for a safe work environment”** is a bonafide work carried out by Miss. **Shravanee Dattatray Dongre** of our Institute for fulfilment of Masters of Hotel Management and Catering Technology (MHMCT) degree of the University of Pune. She has worked under our guidance and supervision. The material referred from other sources has been duly acknowledged.

  
Dr. Vidya Kadam  
Course Faculty

  
External Examiner

1/2/23


  
Dr. Seema Zagade  
Principal

Date: 01/02/2023

Place: Pune

## CERTIFICATE OF ORIGINALITY

This is to certify that the project titled "**Implementation of training modules to the soft service workforce of the facility management industry for a safe work environment**" is an original work of the Student by Miss. **Shravane Dattatray Dongre** and is being submitted in partial fulfilment for the award of the Master's Degree in Hotel Management and Catering Technology of University of Pune. This report has not been submitted earlier to this University or to any other University/Institution for the fulfilment of the requirement of a course of study.



Signature of Supervisor



Signature of Student

Date: 09/02/2023

Place: Pune



MAHARASHTRA STATE INSTITUTE OF HOTEL MANAGEMENT AND  
CATERING TECHNOLOGY AND RESEARCH SOCIETY, PUNE  
**MAHARASHTRA STATE INSTITUTE OF MANAGEMENT  
AND CATERING TECHNOLOGY**  
(UG & PG – Degree Programme)

412 – C, K.M. Munshi Marg, Bahirat Patil Chowk, Shivajinagar, Pune – 16.

☎ - 25676640 Email: [coordinator@msihmcrrs.in](mailto:coordinator@msihmcrrs.in), web site: [msihmcrrs.in](http://msihmcrrs.in)

**CERTIFICATE**

This is to certify that the Dissertation Report titled "A Study on Potential For Tourism Development In Kolhapur" is a bonafide work carried out by Miss. Poonam Ashok Muzumdar of our Institute for fulfillment of Master of Hotel Management and Catering Technology (MHMCT) degree of the University of Pune. She has worked under our guidance and supervision. The material referred from other sources has been duly acknowledged.



Dr. Vidya Kadam  
Course faculty

  
11/2/23

External Examiner



Dr. Seema Zagade  
Principal

Date: 01/02/2023

Place: Pune

### CERTIFICATE OF ORIGINALITY

This is to certify that the Dissertation Report titled "A Study on Potential For Tourism Development In Kolhapur" is an original work of the student Miss Poonam Muzumdar and is being submitted in partial fulfillment for the award of the Master's Degree in Hotel Management and Catering Technology of University of Pune.

This report has not been submitted earlier either to this University or to any other University/Institution for the fulfillment of the requirement of a course of study.



Signature of Supervisor

P.M.

Signature of Student

Date: 01/02/2023

Place: Pune





MAHARASHTRA STATE INSTITUTE OF HOTEL MANAGEMENT

AND CATERING TECHNOLOGY(UG & PG – Degree Programme)

412 / C, K.M.Munshi Marg, BahiratPatil Chowk, Shivajinagar, Pune – 16.

Ph- 25676640 Email: [msihmctooffice@gmail.com](mailto:msihmctooffice@gmail.com) , web site: [msihmctrs.in](http://msihmctrs.in)

Certificate

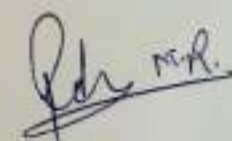
This is to certify that SACHIN RAMDAS BHANDARI is a bonafide student studying in the  
\_\_\_\_2ND\_\_\_\_ year of the MASTERS in Hotel Management & Catering Technology, during  
2022-2023.

He / She has satisfactorily completed the Project Report Titled \_CRITICAL RESEARCH ON  
MOBILE CATERING/FOOD TRUCK OPERATIONS IN PUNE CITY and is submitted for the  
evaluation under Savitribai Phule Pune University.

Date:- 31/5/23

Place:- Pune

  
Faculty

  
External Examiner

  
Principal



MAHARASHTRA STATE INSTITUTE OF HOTEL MANAGEMENT AND  
CATERING TECHNOLOGY AND RESEARCH SOCIETY, PUNE  
MAHARASHTRA STATE INSTITUTE OF MANAGEMENT AND  
CATERING TECHNOLOGY  
(UG & PG – Degree Programme)

412 – C, K.M. Munshi Marg, Bahirat Patil Chowk, Shivajinagar, Pune – 16.

## CERTIFICATE

This is to certify that Dissertation Report titled “An analysis of the covid pandemic impact on tourism industry with reference to revenge tourism (post covid).” is a bonafide work carried out by Ms. Saishwari Santosh Surve of our Institute for fulfillment of Master of Hotel Management and Catering Technology (MHMCT) degree of the University of Pune. She has worked under our guidance and supervision. The material referred from other sources has been duly acknowledged.



Dr. Vidya Kadam

Course Faculty



External Examiner



Dr. Seema Zagade

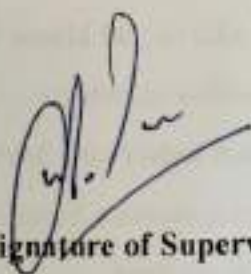
Principal

Date: 01/02/2023

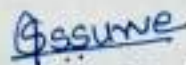
Place: Pune

## CERTIFICATE OF ORIGINALITY

This is to certify that the dissertation report titled "An analysis of the covid pandemic impact on tourism industry with reference to revenge tourism (post-covid)." is an original work of the student Miss. Saishwari Surve and is being submitted in partial fulfillment for the award of the Master's Degree in Hotel Management and Catering Technology of University of Pune. This report has not been submitted earlier either to this University or to any other University / Institution for the fulfillment of the requirement of a course of study.



Signature of Supervisor



Signature of Student

Place: Pune

Date: 01/02/2023