



BIJU PATNAIK INSTITUTE OF INFORMATION TECHNOLOGY & MANAGEMENT STUDIES (BIITM), BHUBANESWAR

Plot No. F/4, Chandaka Industrial Estate, Infocity, Patia, Bhubaneswar-24

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SUMMER INTERNSHIP PROJECT 2025

REPORT TITLE

Study of Employees Joining Formalities and On-Boarding
Process at MAYFAIR Group of Hotels

SUBMITTED BY

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5-year Integrated MBA Batch: 2022-27
University Regn. No.: 2213258068

Faculty Guide

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Corporate Guide

Mr. S. K. Verma
HR Head
MAYFAIR Group of Hotels



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CERTIFICATE OF FACULTY/INTERNAL GUIDE

This is to certify that Mr/Ms **Tripti Mallick**, bearing university registration no **2213258068** of 2022-27 batch, has completed his/her summer internship at **MAYFAIR Hotels & Resorts** from 06-10-2025 to 06-11-2025 under the supervision of **Mr. S. K. Verma** and has submitted this project report under my guidance in partial fulfilment of the requirements for award of the degree of Integrated Master of Business Administration at Biju Patnaik Institute of Information Technology and Management Studies, Bhubaneswar. To the best of my knowledge and belief, this project report has been prepared by the student and has not been submitted to any other institute or university for the award of any degree or diploma.

Date:

Signature of the Faculty/Internal Guide

Place: Bhubaneswar

Name:

Designation:



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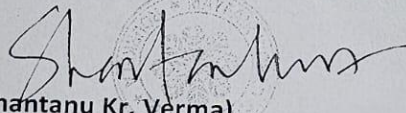
Date: 04/11/2025

TO WHOM SO EVER IT MAY CONCERN

I hereby certify that the person named Ms Tripti Mallick Student of BIITM Bhubaneswar, has completed her Summer Internship in HR in our Mayfair World Cup Village Rourkela during the period starting from 06.10.2025 to 04.11.2025

We wish her all success in future endeavours.

For Mayfair World Cup Village Rourkela


(Shantanu Kr. Verma)
Human Resource Manager

MAYFAIR World Cup Village, Birsa Munda International Hockey Stadium Complex, Gate No-01, Chhend Mauza
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DECLARATION

I, Tripti Mallick, student of the 5-Year Integrated MBA (2022–2027 Batch), Biju Patnaik Institute of Information Technology & Management Studies (BIITM), Bhubaneswar, affiliated to Biju Patnaik University of Technology (BPUT), bearing University Registration Number 2213258068, hereby declare that the project report titled “**Study of Employees Joining Formalities and On-Boarding Process at MAYFAIR**” is an original piece of work carried out by me as part of the academic requirements for the award of the Degree of Integrated Master of Business Administration (MBA) during the academic year 2025.

This project has been completed under the guidance of **Dr. Prof. Prajna Mohapatra**, Faculty Guide, BIITM, Bhubaneswar. The study is based on my internship training and practical exposure at **MAYFAIR Hotels & Resorts** under the supervision of **Mr. S. K. Verma**, where I independently observed, analyzed, and participated in the joining formalities and onboarding processes of employees.

The findings, analysis, and interpretations presented in this report are based on my independent study, research, practical involvement, and observations of the organizational practices at MAYFAIR Hotels & Resorts. This report has not been submitted earlier by me or any other person for the award of any degree or diploma in any university in India or abroad.

I hereby affirm my commitment to academic integrity, originality, and ethical research conduct in the preparation and completion of this project.

Date:
Place: Bhubaneswar

Signature of the Student
Name: Tripti Mallick
Regd. No.: 2213258068

ACKNOWLEDGEMENT

I, Tripti Mallick, a student of the 5-Year Integrated MBA (2022–2027 Batch) at Biju Patnaik Institute of Information Technology & Management Studies (BIITM), Bhubaneswar, affiliated to BPUT, Odisha, take immense pleasure in expressing my heartfelt gratitude to all those who have supported and guided me throughout the completion of my Summer Internship Project titled **“Study of Employees Joining Formalities and On-Boarding Process at MAYFAIR.”**

This project has been a valuable learning experience that provided me with practical exposure to Human Resource practices, onboarding procedures, documentation management, recruitment processes, and employee engagement activities within the hospitality industry.

I am deeply thankful to my faculty guide, **Dr. Prof. Prajna Mohapatra**, for her constant guidance, encouragement, constructive suggestions, and valuable insights that greatly enriched my understanding and helped me complete this project successfully.

I would also like to extend my sincere gratitude to the management and HR Department of **MAYFAIR Hotels & Resorts** for providing me with the opportunity to undergo my internship and for entrusting me with important responsibilities related to joining formalities, personal file management, salary slip preparation, appointment letter drafting, and participation in recruitment and town hall meetings.

I sincerely thank all the staff members and employees of MAYFAIR for their cooperation and support during documentation verification and onboarding activities. Their assistance played a significant role in the successful completion of this study.

Finally, I express my heartfelt gratitude to my family and friends for their unwavering encouragement, patience, and moral support throughout this academic journey. Their belief in me has always been my greatest strength and motivation.

I remain open to constructive feedback and suggestions for further improvement.

Name of the Student: Tripti Mallick

Regd. No.: 2213258068

EXECUTIVE SUMMARY

The project titled “**Study of Employees Joining Formalities and On-Boarding Process at MAYFAIR**” aims to analyse the structured procedures, documentation requirements, recruitment coordination, and employee integration practices followed by MAYFAIR Hotels & Resorts. In the hospitality industry, where service quality is directly influenced by employee performance, an effective onboarding system plays a crucial role in ensuring organizational efficiency, employee engagement, and long-term retention.

The study was conducted in the Human Resource Department of **MAYFAIR Hotels & Resorts**, where practical exposure was gained through active participation in HR operations. The research primarily relied on observational and descriptive analysis. Primary data was collected through direct involvement in documentation verification, joining formalities handling, preparation of personal files, salary slip generation, appointment letter drafting, participation in recruitment processes, and attendance at town hall meetings. Secondary data was gathered from internal HR policies, onboarding guidelines, and standard HR management literature.

The findings reveal that MAYFAIR follows a structured and systematic onboarding procedure that includes document verification (Aadhaar, PAN, police verification, medical certificate, educational and experience documents), personal file creation, appointment letter issuance, probation monitoring, and departmental orientation. The organization ensures compliance with statutory requirements and maintains proper employee records.

However, certain operational challenges were observed, such as manual documentation processes, time-consuming follow-ups for missing documents, and limited digital integration in record maintenance. While the onboarding structure is well-defined, further digitalization and automation could enhance efficiency and reduce administrative workload.

The analysis highlights the importance of effective onboarding in improving employee clarity, job satisfaction, and service quality. Participation in recruitment observation and town hall meetings further demonstrated MAYFAIR’s commitment to employee engagement and organizational communication.

Key recommendations include implementing a digital HRMS system, introducing automated document tracking, structured post-induction feedback mechanisms, and mentoring support during the probation period. These measures would streamline the onboarding process and enhance overall HR effectiveness.

In conclusion, the study establishes that MAYFAIR Hotels & Resorts has a well-organized joining and onboarding framework that significantly contributes to operational discipline and service excellence. With strategic improvements in digital processes and employee engagement practices, the organization can further strengthen its HR management system and sustain competitive advantage in the hospitality sector.

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Chapter 01:

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

In today's competitive hospitality industry, employee experience plays a crucial role in delivering exceptional customer service. The success of luxury hotel chains largely depends on how effectively new employees are integrated into the organization. Joining formalities and onboarding processes form the foundation of employee engagement, retention, and performance.

The hospitality sector in India has witnessed rapid growth over the past decade, driven by tourism, corporate travel, and destination weddings. Premium hotel brands such as MAYFAIR Hotels & Resorts have expanded significantly across major tourist and business destinations in India.

As a luxury boutique hotel chain, MAYFAIR emphasizes service excellence, operational discipline, and cultural integration. The onboarding process at MAYFAIR includes structured documentation, statutory compliance, induction training, departmental orientation, probation evaluation, and confirmation procedures.

Despite having formal HR policies, challenges such as documentation delays, communication gaps, and employee adjustment issues may arise during onboarding. Therefore, studying the joining formalities and onboarding system at MAYFAIR provides insights into operational efficiency, employee satisfaction, and retention strategies.

1.2 OBJECTIVE OF THE STUDY

The Objective of this study is to examine the employees' joining formalities and onboarding process at MAYFAIR Group of Hotels and evaluate its effectiveness.

The study aims to:

- (a) Understand the step-by-step joining formalities followed by the HR department.
- (b) Analyze the structure of induction and orientation programs
- (c) Identify gaps in documentation, compliance, and communication.
- (d) Suggest practical improvements to enhance employee integration and retention.

This study is based on internship exposure in the HR Department of MAYFAIR.

1.3 SIGNIFICANCE OF THE STUDY

The study titled “**Study of Employees Joining Formalities and On-Boarding Process at MAYFAIR Hotels & Resorts**” is significant from academic, organizational, and industry perspectives. In the hospitality sector, employees represent the brand, and their initial experience in the organization directly influences performance and retention.

1.3.1 Academic Significance

This study helps in connecting theoretical HR concepts such as induction, probation, employee engagement, and organizational socialization with practical implementation at MAYFAIR.

While HR textbooks explain onboarding as a structured integration process, this research shows how these concepts are actually executed in a luxury hospitality environment. It helps students understand:

- How joining formalities ensure legal compliance
- How induction supports cultural integration
- How probation ensures performance monitoring

Thus, it bridges theory with real-world HR practices.

1.3.2 Organizational Significance

For MAYFAIR, this study is important because onboarding directly affects employee retention and service quality.

In hospitality, early-stage attrition is common due to adjustment issues and work pressure. A structured onboarding process:

- Provides role clarity
- Builds initial engagement
- Reduces confusion
- Improves employee confidence

The study also evaluates documentation processes and identifies areas where digital improvements can increase efficiency.

1.3.3 Strategic Significance

Onboarding is strategically linked to guest satisfaction. Well-trained and properly oriented employees deliver better service, maintain grooming standards, and follow SOPs effectively.

Since MAYFAIR operates in the luxury segment, maintaining service consistency is critical. A strong onboarding system ensures cultural alignment and disciplined behavior, which supports brand positioning.

1.3.4 Industry Significance

The hospitality industry faces high employee turnover. This study highlights how a structured onboarding system can reduce early attrition and improve workforce stability.

It can also serve as a reference for other boutique hotel chains aiming to improve their HR processes.

1.4 REVIEW OF LITERATURE

1.4.1 Introduction

The review of literature is an essential component of any research study. It provides a theoretical foundation by examining previous research and scholarly contributions related to the topic.

In the context of this study, the literature focuses on Human Resource Management practices, organizational socialization, onboarding systems, probation management, and employee retention — particularly in service-oriented industries such as hospitality.

Understanding previous research helps in analysing how the joining formalities and onboarding process at MAYFAIR Hotels & Resorts align with established HR theories and practices.

1.4.2 Concept of Human Resource Management

According to K. Aswathappa (2010), Human Resource Management (HRM) is the process of managing people in organizations in a structured and systematic manner to achieve organizational goals. HRM includes recruitment, selection, training, performance appraisal, compensation, and employee retention.

This concept is relevant to the present study because joining formalities and onboarding are integral components of the HR lifecycle. Effective HR practices ensure that employees are not only recruited but also properly integrated into the organization.

1.4.3 Organizational Socialization Theory

Van Maanen and Schein (1979) introduced the concept of organizational socialization, defining it as the process through which new employees acquire the knowledge, behaviors, and skills necessary to become effective organizational members.

They emphasized that socialization includes:

- Learning organizational values
- Understanding role expectations
- Adapting to workplace culture

In the hospitality industry, cultural alignment and behavioral discipline are crucial. The onboarding process at MAYFAIR reflects this theory, as it strongly emphasizes grooming standards, punctuality, and professional conduct.

1.4.4 Importance of Employee Induction

Gary Dessler (2013) states that employee induction programs are designed to introduce new employees to the organization, reduce anxiety, and improve early productivity.

Effective induction programs help in:

- Clarifying job roles
- Communicating company policies
- Building confidence
- Reducing early turnover

In the hospitality sector, where employees directly interact with customers, proper induction ensures service consistency and professionalism from the beginning.

1.4.5 Onboarding and Employee Retention

Bauer (2010) emphasized that structured onboarding programs significantly improve employee retention and performance. She identified four critical elements of successful onboarding:

1. Compliance
2. Clarification
3. Culture
4. Connection

While compliance and cultural integration are often addressed in organizations, the “connection” aspect — such as mentorship or buddy systems — enhances employee engagement.

This framework is relevant in analysing MAYFAIR’s onboarding system and identifying possible improvements.

1.4.6 Probation and Performance Evaluation

Michael Armstrong (2014) described the probation period as a structured evaluation stage during which an employee’s performance, behaviour, and suitability are assessed before confirmation.

He highlighted the importance of:

- Clear performance standards
- Regular feedback
- Documentation of evaluation

A structured probation system ensures fairness and performance accountability. This concept supports the evaluation of MAYFAIR’s probation management practices.

1.4.7 HR Practices in the Hospitality Industry

Cho, Woods, and Jang (2006) conducted research highlighting that employee satisfaction in the hospitality industry directly impacts customer satisfaction and organizational performance.

They concluded that poor onboarding and lack of support during initial employment stages often lead to high turnover rates.

Since hospitality is labour-intensive and service-driven, effective onboarding and supervision are essential for maintaining operational stability.

1.4.8 Research Gap Identified

Existing literature emphasizes digital onboarding systems, structured feedback mechanisms, and mentorship programs as modern HR practices.

However, many mid-sized hospitality organizations still rely on traditional documentation-based systems. There is limited research focusing specifically on structured onboarding practices within boutique luxury hotel chains.

This gap supports the relevance of the present study, which examines the practical implementation of joining and onboarding processes at MAYFAIR Hotels & Resorts.

1.4.9 Relevance of Literature to the Present Study

The reviewed literature establishes that:

- Effective onboarding improves employee retention.
- Organizational socialization ensures cultural alignment.
- Structured probation enhances performance monitoring.
- HR practices in hospitality directly influence service quality.

The present study applies these theoretical concepts to analyse the HR practices at MAYFAIR Hotels & Resorts and identify strengths and areas for improvement.

1.5 Research Methodology

Primary Data

Primary data was gathered through:

Participant Observation: The researcher directly participated in employee engagement activities and assignments of rewards to the employees. This helped in understanding the practical challenges and effectiveness of the processes.

Informal Discussions and Interactions: Conversations with HR personnel and existing employees from HR dept provided deeper insights into their experiences and perceptions.

Secondary Data

Data collected from MAYFAIR Induction Modules & MAYFAIR Magazines.

1.6 BRIEF REPORT ABOUT WORK/ACTIVITIES UNDERTAKEN DURING SUMMER INTERNSHIP PROGRAMME (SIP)

The Summer Internship Programme (SIP) was conducted at the HR Department of MAYFAIR Hotels & Resorts under the guidance of:

- Faculty Guide: **Prof. PRAJNA MOHAPATRA**
- Corporate Guide: **S.K. Verma, HR Head, MAYFAIR**

Activities Undertaken:

- Assisting in employee joining documentation verification.
- Preparing employee personal files.
- Updating employee records in HRIS.
- Coordinating induction schedules.
- Observing medical and police verification processes.
- Supporting PF and ESIC documentation.
- Tracking probation confirmation process.
- Maintaining daily HR checklist records.
- Employee personal filling.

These activities helped in understanding structured onboarding systems in a hospitality organization.

1.7 MAIN INSIGHTS FROM THE SIP PROGRAMME

Technical Knowledge Gained

- Understanding statutory compliance (PF, ESIC, gratuity).
- Employee file management.
- HRIS data entry procedures.
- Appointment letter and joining letter formats.
- Induction module structuring.

Soft Skills Developed

- Professional communication.
- Confidential data handling.
- Team coordination.
- Time management.
- Observational and analytical skills.

Corporate Exposure

- Understanding hospitality work culture.
- Exposure to hierarchical structure.
- Learning about probation review systems.
- Employee engagement practices.

Additional Responsibility Handled During Internship

Monitoring and Supervision of Staff Cafeteria Operations

During my internship at MAYFAIR Hotels & Resorts, I was also assigned the responsibility of monitoring and supervising the staff cafeteria operations.

My role included:

- Ensuring that employees were present in the cafeteria during their designated lunch breaks.
- Monitoring that staff members were consuming meals within the allocated time.
- Ensuring employees were not roaming unnecessarily during working hours or free periods.
- Maintaining discipline and order in the cafeteria area.
- Coordinating with HR and departmental supervisors if any irregularities were observed.

This responsibility helped in:

- Understanding workforce discipline management.

- Observing employee behaviour and attendance patterns.
- Developing supervisory and monitoring skills.
- Enhancing time management and coordination abilities.

1.8 STRUCTURE OF THE PROJECT

The structure of this project report is organized as follows:

- Chapter 01 - Introduction – Provides an overview, background, and scope of the study along with SIP details.
- Chapter 02 - Industry/ Company Overview – Provides an overview of the industry/ sector market trends, size, growth, challenges and opportunities.
- Chapter 03 - This chapter describes the actual work done during the internship, including: Organizational Structure; Communication Channel; Core Business; Different Functional Area(HR); Competitors market shares & strategies.
- Chapter 04 - Analysis of Joining Formalities & Onboarding.
- Chapter 05 - Data Analysis & Interpretation; This chapter analyses the survey data, field observations, and company performance metrics.
- Chapter 06 – Conclusion & Suggestion

Chapter 02:

COMPANY

PROFILE

2.1 INTRODUCTION TO MAYFAIR HOTELS & RESORTS

MAYFAIR Hotels & Resorts is a reputed luxury hotel chain in India known for its elegant properties and premium hospitality services. The brand focuses on delivering a personalized and high-quality guest experience. During my internship, I observed that the organization maintains a strong balance between traditional hospitality values and structured operational management.

Unlike very large multinational hotel chains, MAYFAIR maintains a more closely monitored and disciplined working environment. Every department function in coordination to ensure that service standards are maintained at all times.

2.2 NATURE OF BUSINESS AND SERVICE ORIENTATION

MAYFAIR operates in the luxury hospitality segment, providing services such as:

- Premium accommodation
- Restaurant and banquet services
- Conference and event management
- Guest leisure facilities

Being a service-oriented organization, the hotel depends entirely on its employees for delivering quality experiences to guests. From the front office executive to the housekeeping staff, every employee plays a direct role in maintaining the brand image.

During my internship, I realized that human behaviour, grooming standards, and communication skills are treated as equally important as technical skills.

2.3 ORGANIZATIONAL STRUCTURE

The organizational structure of MAYFAIR follows a clear hierarchical pattern. This ensures accountability and smooth coordination across departments.

The structure generally includes:

- General Manager
- HR Manager
- Department Heads
- Supervisors
- Operational Staff

Each department has defined roles and responsibilities. I observed that department heads are actively involved not only in operational activities but also in guiding new employees during their initial days.

This structured hierarchy helps maintain discipline and ensures that instructions flow clearly from top management to operational staff.

2.4 WORK CULTURE AND DISCIPLINE

One of the most noticeable aspects of MAYFAIR is its disciplined work culture. Employees are expected to:

- Report on time
- Maintain proper grooming standards
- Follow SOPs strictly
- Respect reporting authority

The environment is professional and performance-driven. At the same time, coordination between departments is essential because hotel operations run continuously.

From my experience, punctuality and time management are taken very seriously, especially in departments like Food & Beverage and Front Office where guest interaction is constant.

2.5 ROLE OF HR DEPARTMENT

The HR department plays a very important role in maintaining workforce discipline and documentation. Apart from recruitment and onboarding, HR also monitors attendance, leave records, and probation reviews.

During my internship, I observed that HR is not limited to paperwork but also supports operational management by ensuring that employees follow company policies and maintain workplace discipline.

2.6 RELEVANCE TO THE STUDY

Understanding the company profile is important because the onboarding process is directly influenced by the organizational culture and structure.

Since MAYFAIR emphasizes discipline and service standards, the joining formalities and induction process are designed to align employees quickly with these expectations.

My internship experience helped me understand how structured onboarding supports smooth integration into such a professionally disciplined environment.

Chapter 03:
JOINING FORMALITIES
AND ONBOARDING
PROCESS

3.1 INTRODUCTION

The process of integrating a newly selected candidate into an organization begins with joining formalities and continues through structured onboarding. In the hospitality industry, especially in a luxury brand like MAYFAIR Hotels & Resorts, this process is handled with great seriousness because employees directly represent the brand and influence guest experience.

During my internship, I observed that MAYFAIR follows a systematic, disciplined, and documentation-focused approach to employee integration. The HR department ensures that all legal, procedural, and behavioral requirements are fulfilled before an employee begins operational responsibilities.

This chapter combines both the joining formalities and onboarding process, as they are closely connected stages in the employee lifecycle.

3.2 PRE-JOINING PROCESS

3.2.1 Offer Letter Issuance

After the completion of the selection process, the HR department issues an official offer letter to the selected candidate. The offer letter clearly mentions:

- Designation
- Salary structure
- Department
- Date of joining
- Probation period
- Terms and conditions of employment

The candidate must sign and accept the offer letter before joining. This formalizes the employment agreement and establishes clear expectations regarding role and compensation.

From my observation, clarity at this stage reduces future misunderstandings regarding salary, job responsibilities, or probation conditions.

3.3 DOCUMENTATION AND VERIFICATION PROCESS

One of the most important components of joining formalities at MAYFAIR is documentation. The HR department ensures full compliance before confirming an employee's entry into the system.

3.3.1 Documents Collected

The following documents are generally required:

- Aadhaar Card
- PAN Card
- Educational Certificates
- Previous Experience Certificates (if applicable)
- Passport size photographs
- Bank account details
- Police verification certificate
- Medical fitness certificate

Each document is carefully verified. In the hospitality industry, background verification is essential because employees interact directly with guests and handle operational responsibilities.

3.3.2 Creation of Employee Personal File

After document verification, a personal file is created for each employee. The file includes:

- Signed offer letter
- Appointment letter
- Identity proofs
- Compliance forms
- Attendance and leave records
- Appraisal documents

During my internship, I assisted in organizing and maintaining these files. I realized that proper file management helps maintain audit readiness and systematic record-keeping.

Although most documentation is maintained physically, essential information is also entered into digital systems for payroll and attendance tracking.

3.4 STATUTORY COMPLIANCE

MAYFAIR ensures that all statutory requirements are fulfilled at the time of joining. These include:

- Provident Fund (PF) registration
- ESIC enrolment (if applicable)
- Employee code generation
- Payroll system entry

This ensures compliance with labor laws and protects employee benefits from the beginning of employment.

3.5 ORIENTATION BEFORE DEPARTMENT ALLOCATION

Before being assigned fully to their departments, new employees receive a basic orientation from HR. This introduction includes:

- Company policies
- Attendance rules
- Leave structure
- Code of conduct
- Grooming standards

This preliminary guidance helps employees understand behavioral expectations and adapt quickly to the disciplined hotel environment.

From my experience, this early clarity reduces confusion and builds confidence.

3.6 ONBOARDING PROCESS

After completion of joining formalities, the onboarding process begins. Onboarding is a structured integration program designed to align employees with organizational culture, service standards, and operational procedures.

In a luxury hospitality environment, onboarding is crucial because employees must deliver consistent service from the very beginning.

3.7 OBJECTIVES OF ONBOARDING

The key objectives of onboarding at MAYFAIR are:

- Familiarizing employees with company culture and values
- Clarifying job roles and reporting hierarchy
- Explaining policies and disciplinary rules
- Preparing employees for operational responsibilities
- Ensuring smooth adjustment into the work environment

Since hotel operations run continuously, quick adaptation is essential. Onboarding plays a major role in reducing anxiety and building confidence among new recruits.

3.8 STRUCTURE OF THE INDUCTION PROGRAM

The induction process at MAYFAIR is generally divided into two stages:

1. HR Orientation
2. Departmental Induction

3.8.1 HR Orientation

The first stage is conducted by the HR department and focuses on:

- Company history and brand values
- Organizational structure
- Attendance and leave policies
- Code of conduct
- Grooming standards
- Disciplinary rules

Employees are clearly informed about punctuality, break timings, and professional behavior expectations.

From my observation, discipline and presentation are strongly emphasized because they directly influence service quality and brand image.

3.8.2 Departmental Induction

After HR orientation, employees are introduced to their respective departments. Department heads explain:

- Specific job responsibilities
- Work schedules and shift timings
- Reporting authority
- Standard Operating Procedures (SOPs)
- Safety guidelines

This stage is practical and role-specific.

For example:

- Front Office staff are trained in guest communication and etiquette.
- Housekeeping staff are guided on hygiene standards and room preparation.
- Food & Beverage staff are instructed on service timing and coordination.

This ensures employees understand operational expectations clearly.

3.9 CULTURAL AND BEHAVIORAL INTEGRATION

One of the strongest aspects I observed was the emphasis on behavioral alignment. Employees are expected to maintain:

- Professional grooming
- Respectful communication
- Positive body language
- Discipline during work and break hours

Team coordination is also emphasized, as smooth interdepartmental communication is essential in hotel operations.

This cultural integration helps maintain a consistent and professional brand image.

3.10 MONITORING DURING INITIAL DAYS

After induction, supervisors closely monitor new employees during their initial days. Performance, punctuality, and behavior are observed carefully. If required, immediate corrections and guidance are provided. This continuous supervision ensures that service standards are maintained without compromise.

From my practical exposure, I understood that early monitoring helps reduce errors and builds accountability from the beginning.

3.11 STRENGTHS AND AREAS FOR IMPROVEMENT

Strengths

- Structured documentation process
- Strong legal compliance
- Clear communication of rules
- Departmental involvement in training
- Emphasis on discipline and grooming

Areas for Improvement

- Introduction of digital documentation systems
- Digital onboarding modules
- Structured feedback sessions after 30 days
- Buddy or mentorship program
- Pre-joining digital welcome kit

3.12 OVERALL ANALYSIS

The combined process of joining formalities and onboarding at MAYFAIR reflects a disciplined and traditional hospitality management style. It ensures clarity, compliance, and cultural alignment.

From my internship experience, I realized that these processes are not merely administrative tasks but foundational mechanisms that shape employee behavior and operational discipline.

In a luxury hotel environment where guest satisfaction is paramount, structured joining and onboarding processes play a critical role in maintaining service consistency and professionalism.

Chapter 04:
PROBATION SYSTEM,
FINDINGS AND
ANALYTICAL
EVALUATION

4.1 INTRODUCTION

The probation period is a crucial stage in the employee lifecycle. It acts as a performance-testing phase where the organization evaluates whether a newly joined employee is suitable for long-term employment. In the hospitality sector, where service quality, discipline, and coordination directly impact guest satisfaction, probation becomes even more significant.

During my internship at MAYFAIR Hotels & Resorts, I observed that the probation system is not treated as a mere waiting period. Instead, it functions as a structured monitoring mechanism that ensures employees align with the hotel's operational standards and professional expectations.

This chapter integrates both the probation process and the analytical findings derived from my practical exposure.

4.2 DURATION OF PROBATION

At MAYFAIR, newly appointed employees are generally placed under a six-month probation period. This duration allows management to evaluate:

- Work performance consistency
- Behaviour and professional conduct
- Attendance and punctuality
- Adaptability to the hotel environment
- Team coordination and cooperation

Six months is considered adequate to assess whether an employee can maintain service standards consistently in a dynamic hospitality setting.

4.3 PERFORMANCE MONITORING DURING PROBATION

During probation, employee performance is closely observed by immediate supervisors and department heads. Evaluation is primarily based on:

- Quality and accuracy of work
- Speed and efficiency
- Guest handling abilities
- Compliance with Standard Operating Procedures (SOPs)
- Behaviour with colleagues and seniors
- Adherence to grooming standards

In departments like Front Office and Food & Beverage, guest interaction and communication skills are critically assessed. In Housekeeping, cleanliness accuracy and attention to detail are monitored carefully.

From my observation, supervisors often provide informal feedback to help employees improve. Corrections are given in real-time to prevent repetition of mistakes.

4.4 ROLE OF HR IN PROBATION MANAGEMENT

The HR department plays a coordinating role in the probation system. It:

- Maintains records of probation completion dates
- Coordinates with department heads before confirmation
- Updates employee files with confirmation documentation

Before the end of six months:

- The department head reviews performance.
- Feedback is discussed with HR.
- A recommendation is made for confirmation, extension, or discontinuation (if required).

This structured coordination ensures fairness and compliance.

4.5 CONFIRMATION PROCESS

If performance is satisfactory, a formal confirmation letter is issued.

Confirmation indicates:

- Permanent employment status
- Continued salary structure
- Eligibility for additional benefits (as per company policy)

For employees, confirmation brings job security and psychological assurance.

It strengthens their commitment toward the organization.

4.6 EXTENSION OR DISCONTINUATION DURING PROBATION

If performance is below expected standards, the organization may:

- Extend the probation period for further assessment
- Discontinue employment in case of consistent underperformance

However, employees are usually given guidance and improvement opportunities before any final decision is made. This reflects fairness and organizational responsibility.

4.7 MAJOR FINDINGS

Based on my practical observation throughout the internship, the following key findings were identified:

4.7.1 Structured and Compliance-Oriented HR System

MAYFAIR maintains a highly structured HR framework where joining, onboarding, and probation processes are systematically documented.

This ensures:

- Legal compliance
- Organized employee record management
- Reduced administrative confusion

- Audit readiness

The structured nature of documentation reflects the hotel's disciplined administrative culture.

4.7.2 Strong Emphasis on Discipline and Grooming

One of the most significant findings was the importance given to punctuality, grooming standards, and professional conduct.

In a luxury hospitality environment, employees represent the brand image. Therefore:

- Uniform standards are strictly monitored
- Break timings are regulated
- Behavioural discipline is emphasized

From my experience, I understood that in hospitality, attitude and presentation are as important as technical skills.

4.7.3 Departmental Involvement in Employee Evaluation

Unlike organizations where HR solely handles evaluation, MAYFAIR ensures active departmental involvement.

Department heads:

- Monitor daily performance
- Provide practical guidance
- Recommend confirmation decisions

This ensures evaluation is performance-based rather than purely administrative.

4.7.4 Performance-Oriented Probation System

The six-month probation period is used as a performance filtering mechanism.

Employees are assessed not only on skill but also on:

- Consistency
- Reliability
- Behavioural alignment
- Service standards

This reduces the risk of retaining employees who may negatively impact operational quality.

4.7.5 Strong Operational Supervision

Monitoring at MAYFAIR is continuous. Supervisors actively observe employees during operational hours.

This approach:

- Reduces service errors

- Maintains coordination
- Ensures quick correction of mistakes

From my exposure, I realized that hospitality HR is closely linked with daily operations.

4.8 STRENGTHS OF THE EXISTING SYSTEM

The integrated HR and probation system demonstrates several strengths:

- Structured documentation process
- Clear six-month assessment framework
- Departmental accountability
- Formal confirmation procedures
- Emphasis on discipline and professionalism
- Continuous supervision in operational areas

These strengths contribute to service consistency and brand stability.

4.9 CHALLENGES AND AREAS FOR IMPROVEMENT

Although effective, certain areas can be enhanced:

4.9.1 Limited Digitalization

Most records are maintained manually. This:

- Increases paperwork
- Consumes administrative time
- Creates physical storage dependency

Implementing digital HR management systems could improve efficiency.

4.9.2 Lack of Structured Feedback Mechanism

There is limited formal feedback collection from probationary employees.

Introducing structured review meetings could help:

- Identify adjustment issues
- Improve employee engagement
- Strengthen retention

4.9.3 Absence of Measurable KPIs

Performance evaluation is largely observation-based. Introducing measurable Key Performance Indicators (KPIs) for each department would:

- Increase transparency
- Reduce subjectivity
- Standardize evaluation

4.9.4 No Formal Mentorship System

Although supervisors guide employees, a formal buddy or mentorship program could:

- Reduce new employee stress
- Improve cultural integration
- Increase confidence during probation

4.10 OVERALL ANALYTICAL EVALUATION

The probation and HR management system at MAYFAIR reflects a disciplined and traditional hospitality management approach. The organization prioritizes:

- Compliance
- Control
- Professional conduct
- Service consistency

From my internship experience, I understood that probation in hospitality is not merely a contractual requirement. It is a performance-shaping phase that builds accountability and operational discipline.

The system is stable, structured, and aligned with luxury hospitality standards. However, gradual modernization through digital tools, structured performance metrics, and feedback systems can further strengthen efficiency and long-term competitiveness.

Overall, MAYFAIR maintains a reliable HR structure that supports operational excellence while ensuring service quality and brand consistency.

Chapter 05:

SUGGESTIONS AND RECOMMENDATIONS

5.1 INTRODUCTION

During my internship at MAYFAIR Hotels & Resorts, I observed that the organization already follows a disciplined and structured HR system. The joining formalities, onboarding process, and probation management are well organized and suitable for a luxury hospitality environment.

However, like any organization, there is always scope for improvement. Based on my practical experience and observations, the following suggestions can help enhance efficiency and employee satisfaction.

5.2 DIGITALIZATION OF DOCUMENTATION PROCESS

One area where improvement can be made is in reducing manual paperwork. Most employee records are maintained physically, which sometimes increases administrative workload

Introducing a basic digital HR system for document submission and record storage can:

- Save time
- Reduce paperwork
- Make data retrieval easier
- Improve long-term record management

Even a simple pre-joining online document submission system can make the process smoother for both HR and employees.

5.3 INTRODUCTION OF AN EMPLOYEE HANDBOOK

During onboarding, policies are explained verbally. However, providing a small employee handbook (printed or digital) would be helpful.

It can include:

- Leave policies
- Attendance rules
- Grooming standards
- Code of conduct
- Important contact details

This will help new employees refer back whenever they have doubts and reduce confusion during the initial days.

5.4 BUDDY OR MENTORSHIP SYSTEM

From my observation, new employees are guided mainly by supervisors. Introducing a buddy system, where a senior staff member supports a new joiner for the first month, can make the transition more comfortable.

A buddy can:

- Help explain informal practices
- Guide about departmental workflow
- Make the new employee feel more welcomed

This small initiative can improve team bonding and confidence.

5.5 MID-PROBATION REVIEW MEETING

Currently, performance is mainly reviewed at the end of the probation period. Introducing a structured mid-term review (after three months) can help employees understand their strengths and areas of improvement early.

This would make the probation process more developmental rather than only evaluative.

5.6 STRUCTURED FEEDBACK FROM NEW EMPLOYEES

After 30–60 days of joining, HR can collect feedback from new employees regarding:

- Training effectiveness
- Work environment
- Adjustment challenges

This feedback can help the organization identify issues early and reduce the chances of early resignation.

5.7 USE OF MEASURABLE PERFORMANCE INDICATORS

Although supervisors closely monitor employees, introducing basic measurable performance indicators can make evaluation more transparent.

For example:

- Guest feedback ratings
- Service timing efficiency
- Attendance consistency

This will help ensure fairness and motivate employees to perform better.

5.8 OVERALL RECOMMENDATION

From my experience, MAYFAIR already has a strong foundation in discipline, documentation, and operational control. The suggested improvements are not major structural changes but small enhancements that can modernize the existing system.

By gradually implementing digital tools, feedback mechanisms, and mentorship support, the organization can further strengthen employee engagement and long-term retention.

Chapter 06:

CONCLUSION

6.1 OVERALL SUMMARY OF THE STUDY

This study focused on understanding the employee joining formalities, onboarding process, and probation system at MAYFAIR Hotels & Resorts. Through my internship experience, I was able to observe how structured HR practices support smooth hotel operations.

In the hospitality industry, employees are the face of the organization. From the front office executive greeting guests to the housekeeping staff preparing rooms, every employee directly influences the guest experience. Because of this, the initial integration of employees becomes extremely important.

The study revealed that MAYFAIR follows a disciplined and systematic approach toward employee management. The joining formalities are compliance-focused, the onboarding process emphasizes cultural alignment and grooming standards, and the probation period ensures performance evaluation before confirmation.

6.2 PERSONAL LEARNING AND PRACTICAL EXPOSURE

During my internship, I realized that HR in hospitality is not limited to paperwork and recruitment. It is closely connected to daily operations, discipline management, and service standards.

Handling documentation, observing induction sessions, monitoring staff discipline, and understanding probation evaluation gave me practical exposure to real-world HR functions. I learned that even small administrative processes play a big role in maintaining overall organizational stability.

This experience enhanced my understanding of:

- Workforce discipline
- Employee behavior management
- Importance of structured onboarding
- Coordination between HR and operational departments

It helped me connect classroom learning with practical application.

6.3 FINAL ANALYTICAL INSIGHT

MAYFAIR Hotels & Resorts has built a strong HR foundation based on discipline, structure, and operational control. The system is effective in maintaining service consistency and workforce accountability.

However, gradual modernization through digital tools, structured feedback mechanisms, and mentorship programs can further enhance efficiency and employee engagement.

Overall, the onboarding and probation systems at MAYFAIR support organizational stability and help maintain the brand's luxury service standards.

6.4 CONCLUDING REMARK

This study was not only an academic requirement but also a valuable learning journey. It allowed me to understand how human resource practices directly influence service quality in the hospitality industry.

The experience strengthened my confidence, improved my practical knowledge, and gave me a clearer understanding of how structured HR systems contribute to organizational success.

BIBLIOGRAPHY

- Primary Data;
 - Participant Observation: The research directly participated in employee engagement activities and assignments of rewards to the employees. This helped in understanding the practical challenges and effectiveness of the processes.
 - Informal Discussion & Interaction: Conversation with HR personnel and existing employees from Hr dept provided deeper insights into their experiences and perceptions.
- K. Aswathappa – Human Resource Management
- C.B. Mamoria – Personnel Management
- Company Internal HR Records (MAYFAIR Hotels & Resorts)
- Hospitality HR Practices – Academic References



MAYFAIR

Hotels & Resorts

Human Resource Division

UIN NO.:



EMPLOYEE DATA SHEET

Application for the position of Banquet Supervisor

1. Name in block letters	<u>NARGIS KHATOON</u>	
2. Date of Birth	<u>21</u> <u>03</u> <u>1993</u>	3. Gender <u>FEMALE</u>
4. Marital status	<u>UNMARRIED</u>	5. Nationality <u>INDIAN</u>
6. Languages known	<u>ENGLISH, HINDI, ODIA</u>	7. Blood Group <u>B+</u>
8. Employee Mother Tongue	<u>HINDI</u>	9. Employee Email Id <u>amant.nargis@gmail.com</u>
10. Family details		
i. Father's name	<u>JALIL AHMAD</u>	
Date of Birth / Age*	<u>65</u>	
ii. Mother's name	<u>NUZHAT BEGUM</u>	
Date of Birth / Age*	<u>54 01/01/1969</u>	
iii. Spouse's name		
Date of Birth / Age*		
iv. Child name (1)		
Date of Birth / Age*		
v. Child name (2)		
Date of Birth / Age*		
vi. Child name (3)		
Date of Birth / Age*		
vii. Child name (4)		
Date of Birth / Age*		

Name of the Nominee	<u>NUZHAT BEGUM</u>
Relationship with Nominee	<u>MOTHER DAUGHTER</u>
D.O.B./Age* of the Nominee	<u>54</u>

*Pertaining to D.O.B. / Age: Kindly provide the data as per Matriculation Certificate / School Leaving Certificate / Aadhaar card / Voter Id / Driving License / Any other Government Document.

11. Present address

KOEL BANK, KHARIA BAHAL	
ROURKELA - 04	
	Pin 769004

Land Tel./Mobile No

8339878561 / 6370426127

Permanent address

KOEL BANK, KHARIA BAHAL	
ROURKELA - 04	
	Pin 769004

Land Tel./Mobile No.

8339878561 / 6370426127

12. Person to contact in case of emergency: Name

NUZHAT BEGUM

Tel. / Mobile No.

9861170327

13. Bank Details

Name of the Bank	INDIAN BANK
Branch Name	JHARSUGUDA
Bank Account Number	7915305721
IFSC Code	IDIB000J030

14. Id proof details

PAN Card No.	EEAPK4308M
Aadhaar Card No.	5672 6585 5617
Driving Licence No.	
Voter Id No.	NEX0861229
Passport No.	

15. Academic details (starting from last one studied)

Examination Passed	Year	Board / University	School / College	% of Marks
10 th	2010	Odisha Board	Developed Area High School	3rd
Higher Secondary	2012	Odisha Board	Hrushikesh Mahavidyalaya	2nd
B. com	2015	Sambalpur University	Hrushikesh Mahavidyalaya	

16. Professional qualification INDUSTRIAL ACCOUNTS (2009)
ICA (THE INSTITUTE OF COMPUTER ACCOUNTANTS)

17. Work Experience, if any

Organisation	Position	Duration	Job Profile
i GOLD'S GYM/CULTFIT	CENTER MANAGER	2020-2024	ORGANISING THE CENTER OPERATION
ii KRISHNA HONDA	HR EXECUTIVE	2018-2020	SCHEDULING INDUSTRIAL ORGANISATION IN DATA
iii ORBIT MOTORS PVT. LTD.	"	2015-2017	"
iv SOFTAGE INFORMATION TECHNOLOGY PVT. LTD.	VACANT OPERATOR	2013-2015	TO UPDATE PERSONAL DATA BY CALLING THE CLIENT IN MODARONE SIM
v BIKRAM KESHARI (ADVOCATE)	VACANT OPERATOR	2009-2013	MANUAL TAX FILLING, ONLINE OFFLINE INCOME TAX DOCUMENTS

18. Reference Name with Address and Contact No.

i

ii

19. Are you a member of EPF ?

(if yes, please give A/c No. / UAN No.)

101440936449

20. Are you covered under ESI Act. ?

(if yes, please give details)

21. Are you under any kind of treatment for long or have you ever suffered any serious illness ?

(if yes, please give details)

22. Have you ever been prosecuted under law ?

(if yes, please give details)

DECLARATION

I hereby declare that all the information furnished above by me are true and correct to the best of my knowledge & belief. In case the management finds any information to be incorrect it may take action as it deemed fit.

Date: 11-08-2025

Place: ROURKELA

Nargis Khatoon
Signature of the Candidate



Declaration Form
(To be retained by the Employer for future reference)

Employees' Provident Fund Organization

THE EMPLOYEES' PROVIDENT FUNDS SCHEME, 1952 (PARAGRAPH-34 & 57)

&

THE EMPLOYEES' PENSION SCHEME, 1995 (PARAGRAPH-24)

DECLARATION BY A PERSON TAKING UP EMPLOYMENT IN AN ESTABLISHMENT ON WHICH EMPLOYEES' PROVIDENT FUND SCHEME, 1952 AND/OR EMPLOYEES' PENSION SCHEME, 1995 IS APPLICABLE.
(PLEASE GO THROUGH THE INSTRUCTIONS)

1) NAME (TITLE)

MR. MS. ☒ MRS.
(PLEASE TICK)

N A R G I S K H A T O O N

2) DATE OF BIRTH

D D M M Y Y Y Y
2 1 0 3 1 9 9 3

3) FATHER'S/
HUSBAND'S NAME

MR. J A L I L A H M A D

4) RELATIONSHIP IN RESPECT OF (3) ABOVE
(PLEASE TICK)

☒ FATHER ☐ HUSBAND
J A L I L A H M A D

5) GENDER
(PLEASE TICK)

MALE ☒ FEMALE ☐ TRANSGENDER
F E M A L E

6) MOBILE NUMBER
(IF ANY)

6 3 7 0 4 2 6 1 2 7

7) EMAIL ID (IF ANY)

a n n a n t . n a r g i s @
g m a i l . C o m

8) WHETHER EARLIER A MEMBER OF THE EMPLOYEES' PROVIDENT FUND SCHEME, 1952?

(PLEASE TICK)

☒ YES

☐ NO

9) WHETHER EARLIER A MEMBER OF THE EMPLOYEES' PENSION SCHEME, 1995?

(PLEASE TICK)

☒ YES

☐ NO

IF RESPONSE TO ANY OR BOTH OF (8) & (9) ABOVE IS YES, THEN MANDATORILY FILL UP THE PREVIOUS EMPLOYMENT DETAILS AT (10,11&12):

A. PREVIOUS EMPLOYMENT DETAILS

THE DETAILS OF THE UNIVERSAL ACCOUNT NUMBER (UAN) OR PREVIOUS PF MEMBER ID:

UAN

1 0 1 4 4 0 9 3 6 4 4 9

OR

PREVIOUS PF MEMBER ID

REGION CODE	OFFICE CODE	ESTABLISHMENT ID	EXTENSION	ACCOUNT NUMBER

1) DATE OF EXIT FOR PREVIOUS MEMBER ID (DD/MM/YYYY)

D	D	M	M	Y	Y	Y	Y
0	8	0	1	2	0	2	5

2) (A) IF SCHEME CERTIFICATE ISSUED FOR PREVIOUS EMPLOYMENT, THEN SCHEME CERTIFICATE NUMBER: _____

(B) IF PENSION PAYMENT ORDER (PPO) ISSUED FOR PREVIOUS EMPLOYMENT, THEN PPO NUMBER: _____

B. OTHER DETAILS13) INTERNATIONAL WORKER
(PLEASE TICK)

YES	☒ NO
	☒ NO

IF THE REPLY TO (13) ABOVE IS YES, THEN ENTER THE DETAILS IN 13(A), 13(B) & 13(C):

13(A) COUNTRY OF ORIGIN (Please Tick)

INDIA	OTHER THAN INDIA (IF YES, PLEASE MENTION NAME OF THE COUNTRY)

13(B) PASSPORT NUMBER _____

13(C) PASSPORT VALID FROM

D	D	M	M	Y	Y	Y	Y

To

D	D	M	M	Y	Y	Y	Y

14) EDUCATIONAL QUALIFICATION
(PLEASE TICK)

ILLITERATE	NON-MATRIC	MATRIC	SENIOR SECONDARY	GRADUATE	POST GRADUATE	DOCTOR	TECHNICAL/ PROFESSIONAL
		☒ YES	☒ YES	☒ YES			

15) MARITAL STATUS
(PLEASE TICK)

MARRIED	UNMARRIED	WIDOW/ WIDOWER	DIVORCEE
	☒ UNMARRIED		

16) SPECIALLY ABLED
(PLEASE TICK)

YES	NO
	☒ NO

If Yes, TICK THE CATEGORY

LOCOMOTIVE	VISUAL	HEARING

7) KYC DETAILS

KYC DOCUMENT TYPE	NAME AS ON KYC DOCUMENT	NUMBER	REMARKS, IF ANY
BANK ACCOUNT-1*	NARGIS KHATOON	7915305721	1D1B000J030
NPR/AADHAAR	NARGIS KHATOON	567265855617	
PERMANENT ACCOUNT NUMBER (PAN)	NARGIS KHATOON	EEAPK4308M	
PASSPORT			EXPIRY DATE
DRIVING LICENCE			EXPIRY DATE
ELECTION CARD			
RATION CARD			
ESIC CARD			
* Mandatory Field (NOTE: BANK ACCOUNT NUMBER (ALONG WITH IFSC CODE) IS MANDATORY. YOU ARE HOWEVER ADVISED TO PROVIDE ALL KYC DOCUMENTS AVAILABLE WITH YOU IN ADDITION TO MANDATORY KYCS TO AVAIL BETTER SERVICES. SELF-ATTESTED PHOTOCOPIES OF THE DOCUMENTS MUST BE ATTACHED WITH THIS FORM.			

C. UNDERTAKING:

- A. I CERTIFY THAT ALL THE INFORMATION GIVEN ABOVE IS TRUE TO THE BEST OF MY KNOWLEDGE AND BELIEF.
- B. IN CASE, EARLIER A MEMBER OF EPF SCHEME, 1952 AND/OR EPS, 1995,
- (I) I HAVE ENSURED THE CORRECTNESS OF MY UAN/ PREVIOUS PF MEMBER ID.
- (II) THIS MAY ALSO BE TREATED AS MY REQUEST FOR TRANSFER OF FUNDS AND SERVICE DETAILS IF APPLICABLE FROM THE PREVIOUS ACCOUNT AS DECLARED ABOVE TO THE PRESENT P.F. ACCOUNT. (THE TRANSFER WOULD BE POSSIBLE ONLY IF THE IDENTIFIED KYC DETAILS APPROVED BY PREVIOUS EMPLOYER HAS BEEN VERIFIED BY PRESENT EMPLOYER USING HIS DIGITAL SIGNATURE CERTIFICATE).
- (III) I AM AWARE THAT I CAN SUBMIT MY NOMINATION FORM THROUGH UAN BASED MEMBER PORTAL.

DATE: 11-08-2025
PLACE: ROURKELA

Nargis Khaton
SIGNATURE OF MEMBER

DECLARATION BY PRESENT EMPLOYER

- A. THE MEMBER Mr./Ms./Mrs. HAS JOINED ON AND HAS BEEN ALLOTTED PF MEMBER ID
- B. IN CASE THE PERSON WAS EARLIER NOT A MEMBER OF EPF SCHEME, 1952 AND EPS, 1995:
- (POST ALLOTMENT OF UAN) THE UAN ALLOTTED FOR THE MEMBER IS
 - **PLEASE TICK THE APPROPRIATE OPTION:**
 - THE KYC DETAILS OF THE ABOVE MEMBER IN THE UAN DATABASE
 - ☐ HAVE NOT BEEN UPLOADED
 - ☐ HAVE BEEN UPLOADED BUT NOT APPROVED
 - ☐ HAVE BEEN UPLOADED AND APPROVED WITH DSC
- C. IN CASE THE PERSON WAS EARLIER A MEMBER OF EPF SCHEME, 1952 AND EPS, 1995:
- THE ABOVE MEMBER ID OF THE MEMBER AS MENTIONED IN (A) ABOVE HAS BEEN TAGGED WITH HIS/HER UAN/PREVIOUS MEMBER ID AS DECLARED BY MEMBER.
 - **PLEASE TICK THE APPROPRIATE OPTION:-**
 - ☐ THE KYC DETAILS OF THE ABOVE MEMBER IN THE UAN DATABASE HAVE BEEN APPROVED WITH DIGITAL SIGNATURE CERTIFICATE AND TRANSFER REQUEST HAS BEEN GENERATED ON PORTAL.
 - ☐ AS THE DSC OF ESTABLISHMENT ARE NOT REGISTERED WITH EPFO, THE MEMBER HAS BEEN INFORMED TO FILE PHYSICAL CLAIM (FORM-13) FOR TRANSFER OF FUNDS FROM HIS PREVIOUS ESTABLISHMENT.

SIGNATURE OF EMPLOYER WITH SEAL OF ESTABLISHMENT

DATE:

1. Name (IN BLOCK LETTERS): NARGIS KHATUN
Name Father's / Husband's Name Surname

2. Date of Birth: 21-03-1993 3. Account No. 7915305721

4. *Sex: MALE/FEMALE: FEMALE 5. Marital Status UNMARRIED

6. Address Permanent / Temporary: KOEL BANK, KHARIA BAHAL
ROURKELA - 04

[illegible]

- Signature/or thumb impression
of the subscriber

[illegible]

Certified that I have no family as defined in para 2 (vii) of the Employees's Family Pension Scheme 1995 and should I acquire a family hereafter I shall furnish Particulars there on in the above form.

I hereby nominate the following person for receiving the monthly widow pension (admissible under para 16 2 (a) (i) & (ii) in the event of my death without leaving any eligible family member for receiving pension.

Name and Address of the nominee	Date of Birth	Relationship with member
NUZHAT BEGUM KOEL BANK, KHARIA BAHAL, ROURKELA	01-01-1969	MOTHER

Date 11-08-2025

Nargis Khatoun
Signature or thumb impression
of the subscriber

CERTIFICATE BY EMPLOYER

Certified that the above declaration and nomination has been signed / thumb impressed before me by Shri / Smt./ Miss _____ employed in my establishment after he/she has read the entries / the entries have been read over to him/her by me and got confirmed by him/her.

Date : _____

Signature of the employer or other authorised officer of the establishment

Name & address of the Factory /Establishment

Place :

Date :

Payment of Gratuity (Central) Rules FORM 'F'

See sub-rule (1) of Rule 6

Nomination

To,

(Give here name or description of the establishment with full address)

Mayfair Hotel and Resorts Limited

I, Shri/Shrimati/Kumari NARGIS KHATOON
(Name in full here)

whose particulars are given in the statement below, hereby nominate the person(s) mentioned below to receive the gratuity payable after my death as also the gratuity standing to my credit in the event of my death before that amount has become payable, or having become payable has not been paid and direct that the said amount of gratuity shall be paid in proportion indicated against the name(s) of the nominee(s).

- I hereby certify that the person(s) mentioned is/are a member(s) of my family within the meaning of clause (h) of Section 2 of the Payment of Gratuity Act, 1972.
- I hereby declare that I have no family within the meaning of clause (h) of Section 2 of the said Act.
- (a) My father/mother/parents is/are not dependent on me.
(b) My husband's father/mother/parents is/are not dependent on my husband.
- I have excluded my husband from my family by a notice dated the _____ to the controlling authority in terms of the proviso to clause (h) of Section 2 of the said Act.
- Nomination made herein invalidates my previous nomination.

Nominee(s)

Name in full with full address of nominee(s)		Relationship with the employee	Age of nominee	Proportion by which the gratuity will be shared
(1)		(2)	(3)	(4)
1.	NUZHAT BEGUM	MOTHER	54	100%
2.				
3.				
So on.				

Statement

- Name of employee in full NARGIS KHATOON
- Sex FEMALE
- Religion MUSLIM
- Whether unmarried/married/widow/widower UNMARRIED