

## INTER DEPARTMENTAL REFLECTIONS

ICG being a unique institute with over 3000 members from Goa, all parts of the Country and across the World, it is very important to address the different needs of the members and clients. Focus is put on to strengthen the Inter departmental coordination, so that each and every department works efficiently focusing on their areas of specialization. Following are some areas which reflect these initiatives.

### **I) Personnel Officer**

Communication is the vital tool which keeps all the departments updated for all the time. Personnel department act as single channel in keeping these departments posted on all the activities such as matters related to staff welfare, superannuation schemes holidays, staff on leave, schedule of meetings, training schedules, Statutory compliances in ESI & P.F. etc.

### **II) Housekeeping & Upkeeps**

This department coordinates with most of the other departments like Maintenance, Front Office, programs etc. and get the rectifications for the things not in order. The room services is one of the majore activity performed by this department round the clock.

### **III) Program**

This Department handles all the programs/ seminars/ Talks/ debates etc which are organized by ICG or by the Clients at ICG venues through out the year. Each of the event has its own requirement of set up and display which can only happen through the perfect coordination of this department with all other departments and also with the clients/ hosts.

### **IV) F & B**

Centre has in house Food and Beverage services for its members and guests which is run by an outsourced F & B service provider. However to have control over the operations of the contractor, this department is operating since last 3 years and the coordination between the clients organizing the event at ICG and with the F & B operator takes place very smoothly with uninterrupted link with Three parties.

### **V) Library/Business Centre**

The residential guests find this facility very convenient as they can use the Internet and WiFi facility to be in touch with their functional heads while they are away. Most of the relaxing Guest use the facility to refer to books of their choice and interest from amongst the collection we have at the Centre. This department also coordinates with the Programs department in displaying our book stall and other items for various events..

### **VI) Reception/ Front Office**

The front office being the first point of contact for our guests and members. One of our very good Receptionist Left for heavenly abode and his absence is still felt by us all. This department is the focal point of communications with all other departments and is manned 24X7 transmitting the Information /Communications and acts as single window contact between Clients and the Centre as a whole.

### **VII) Reservation**

This department is the key department in keeping the room revenue rolling so that ICG becomes self sustaining in taking care of all over head expenses and expenses of organizing programs and seminars. This department in coordination with Marketing work our different packages from time to time which benefits both ICG and the Guests.

### **VIII) Other departments like Maintenance/ Accounts**

We are an ISO 9001-2008 certified organization and as such all departments work in harmony with the other departments and the routine operations of the Centre's activity runs smoothly.