

Training Modular Development Plan

Introduction

With the potential launch of a modular training process to all operational departments, it is imperative that we do all that we can to prepare ourselves for this modular training package.

MTP / Modular Training Program is designed to help employees enhance the fundamentals of hospitality operations, giving every employee the training, guidance, and support to excel in their trade, and to assist the business to achieve its goals and team peak performance.

Preparation

In order for Hoteliers Inspiration to build on existing skills effectively, we must ensure that the ground level has been set and that all employees are conversant with MTP / Modular Training Program. This program provides the right tools to deliver the initial skills training required by primordially front line employees, and a system of recording the training delivered.

One of Hoteliers Inspiration's commitments is Bringing Hospitality to a New Dimension. Embedding MTP is one of the first opportunities to prove we are fulfilling this promise, and successful implementation will help us continue to live this promise.

Embedding Modular Training Program / MTP

MTP was implemented in hotels organizations already with a very high rate of success.

All parts involved will be at various stages of implementation for various reasons, and it may happen that each hotel with its people could be working at different paces. To assist with this we have put together the Working Smart with MTP Success guide.

The three modules are dynamic and although cementing a good foundation is critical, all modules are independent by themselves, they are flexible and can be working at the same time simultaneously.

Working Smart with MTP / Modular Training Program

Phase 1

Back to Basic MTP and its module is quite daunting in F&B as there are over 100 individual training topics and in different training record sheets according on different F&B outlets. This phase is fully applicable for both, seasonal employees and permanent ones.

What we aim to outline in this document is how we can improve success by working smarter with the '**Back to Basic**' module, so that people are better prepared for the next module, workshops and seminars.

"**Back to Basic**" has not been regulated to the extent that we have prescribed what sessions to run on what days, although we will recommend and give an ideal time span to achieve certain training activities with new employees. Therefore flexibility has been given, allowing employees to choose how best to train these fundamental skills depending on individuals training and learning styles.

Giving this flexibility means that there is no right or wrong way, however Hoteliers Inspiration have identified various ways to help companies work smart. These include:

1. Implementation of a F&B orientation pack / mandatory for the success of the program
2. Design and development of all generic service activities
3. Prepare individual / departmental training records
4. Prepare and implement basic sequence of service
5. In job training sessions
6. Any other alternative learning methods suggested by the company

Phase 2

Will be the workshops and seminars modular programme involving 1 or 2 facilitators assigned by the company so that he or she can re/ train employees in the future. Modules are designed to last between 60 to 180 minutes depending on dynamic and topic chosen.

Hoteliers Inspiration will be given the required skills and techniques to all participants working together with the facilitators, sessions that are in development plan could be, but not limited to:

<i>Attitude and Behaviours</i>	<i>Revenue Enhancement</i>	<i>Product Knowledge</i>
<i>Time Management</i>	<i>Effective Communication</i>	<i>The Guest Experience</i>
<i>Brand Standards</i>	<i>Good Food Safety / HACCP</i>	<i>Stock Management</i>
	<i>The Leadership Process</i>	

As part of the Workshop & Seminars module, the first 2 sessions will be used to develop the right attitude and behaviours among skills required to perform at work.

Workshops will be delivered to all people involved within the Supervisory and Management team in a 8 to 10 weeks window. Participants will then be required to take these skills and embed them in their hotels with the entire F&B, Sales & Marketing or Front Office team.

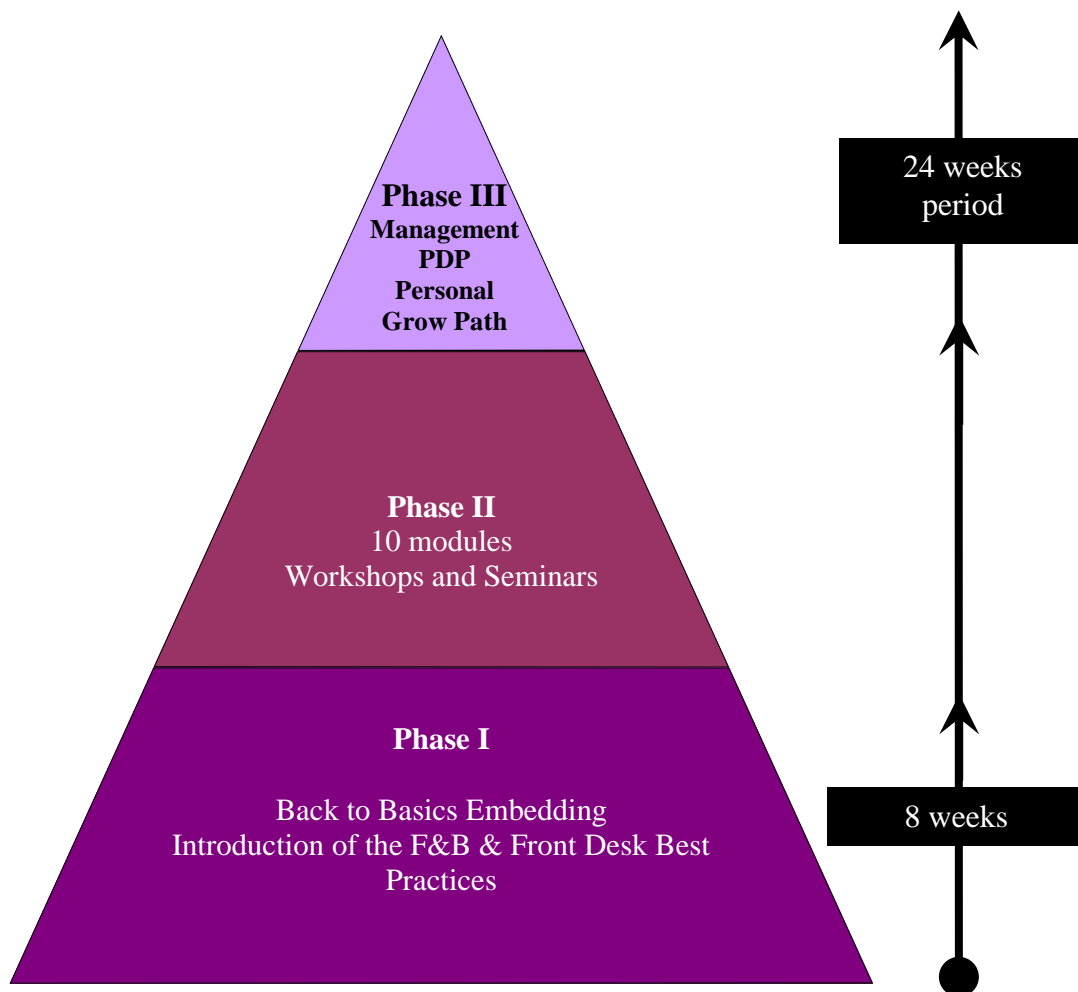
Recording progress on the online tracker will be available to enable Hoteliers Inspiration and Management Board of the company to centrally monitor progress and attendance. All modules also contain a business improvement monitor report which will be used to gauge effectiveness of the training that has been implemented.

We will release an average of 2 modules per month with all modules being released to the business by the end of 10 weeks after initializing the first module on phase 2.

Phase 3

Hoteliers Inspiration will develop a coaching learning grow path which will be linked to the outcome from Management Performance Review ratings. A learning grow path is the ideal sequence of activities from day 1 to deliver proficiency results.

Based on individual job description, we will develop activities and actions to formally accelerate the learning process for this particular position. A Training Development Plan will be implemented followed a proficiency definition statements with up to 40 statements describing the measurable results expected by the company. We will take in phase 3 two Managers within the company.



The 3 modules training process will be conducted following the below Learning Methods

These learning methods include:

1. Skills Practice
2. Videos
3. Research & Reading
4. Pictorial Learning
5. Creating a quiz

Skills Practice

Creating role plays and active discussions on case studies

Videos

Video recording can be an interactive way learning. Videos can be made of guests journeys around the department – Upon playback learners can identify what was right and wrong in the clip leading onto a discussion or quiz afterwards.

Another option with using videos is to make them into mini documentaries or funny clips. Possibilities include shooting the film from a mystery guest perspective pointing out all the achieved standards, or from a nightmare guest perspective pointing out all the incorrect standards.

Videos are great for all learners, and although they may take a while to make, they can be used over and over again. The cast of the videos could be the existing team on their refresher!

Research & Reading

This learning style will definitely suit a pragmatic learner who wants to go away and investigate prior to doing something.

Research and Reading is ideal for learning that is not urgent, may take a long time, or learning that may be rather complex. It can also support any training session by giving the learner some reading material afterwards.

Pictorial Learning

Learning through visual stimulation can be highly effective and results can sometimes be achieved without even speaking to an employee, however it is recommended not to rely on pictorial learning without following with verbal communication. Examples of pictorial learning could include:

1. Pictures of right and wrong standards with ticks and crosses overlaid
2. Design your own spec sheets in the style of the product specifications used in the kitchen
3. Spot the difference / Spot the mistakes
4. Aide Memoirs
5. Diagrams & Plans

Quiz

Quiz's create competition between colleagues and can help liven up training sessions. Most learners like a quiz, especially when it is not too difficult.

Hoteliars Inspiration will develop a good good use of varying question types such as:

- Single answer questions
- Multiple answer questions (E.g. give me three examples of.....)
- Multiple choice questions
- Guessing questions (Learner will ,most likely have to guess)
- Closest to the answer gets the point
- First team/person to demonstrate.....

We will ensure that correct answers are clearly explained and discussion around key points is generated, otherwise learners may not understand why they are right or wrong.

We will run short quizzes as part of your pre-shift briefings, or at the end of service to liven everyone up prior to clearing down.