

To study of types of Trainings Offered by Hotels to their employees in Pune

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Abstract

Staff training is a very key point of Human Resource Management (HRM) in any organization, it is a process to know about their own employees, it is a way to encourage employees to make best use of their own capabilities, and it is a method to assist employees to become more professional at their workplace. Development of hotel employees is the process where people learn the knowledge, attitudes, presentation skills, customer-relationship as well as behaviors required in performing their job effectively. As we know that with economy growth of country, hotels are not only reaping the benefits but also growing with faster pace. As such no hotel can deny the importance of learning and skill development of its employees in a fast changing and dynamic industry. Training process is an important procedure by which a hotel can polish the qualities of their employees so that they can serve the best services to their customers and customers also get the class experience. Training is a continuous process as well as the skills of an employee's required to be regularly updated to avoid any unlike situation just like software which become outdated. The aim of this study is to understand the importance of personnel training in hotel industry. The study includes the theoretical part for staff training, importance and benefits.

This present paper is discussion of different facets of hotel training program in Pune for their employees.

Keywords: *Employee Training, Employee Development, Learning, Employee Performance*

Introduction

Training seems very restricting as well as limited. Life is all about growth and skill development which can be achieve by continuous learning. Transformation whether of the hotel or of individual always assist to liberate enable employee. Training is the thing which brings transformation in employee's hearts as well as mind. Hospitality sector is continuous developing rapidly in Pune. This sector can be widely classified into restaurants, hotel industry, clubs, pubs and bars, travel and tourism, contract catering as well as aviation. Apart from that, hospitality is

applicable at many more places like in sports events, exhibition centers, colleges or universities, as well as smaller events management companies or startups. This industry was earlier segment of travel and tourism but now it has a status of separate industry, which is day by day growing. Like aviation industry which was segment of travel and tourism as well as hospitality industry. The major challenge of this industry is shortage of skilled and trained employees as well as the challenge of higher attrition rate. Managers in the hospitality industry require huge range of competencies such as, business insights, analytical skills, , people management, viable skills, succession planning, business insights as well as resource development in order to achieve success.

In this sector. In addition to that, hotel employees are not enough trained on business communication, business etiquettes as well as courtesy. Hospitality is all about handling guests in a very proper way.

So the hotel must have appropriate attitude, tolerance as well as listening skills in order to raise the hierarchy. There is still a long path to go to inculcate interpersonal skills as well as good public relations. With the growth in competition, because of the coming up of major hotels and investments in sector of hospitality industry, the need to train and develop the hotel employees has increased more than ever before. The major players in the hospitality industry of Pune are now strategizing to increase the turnover of the hotel guests by training the hotel employees on business communication as well as etiquettes. Some of the essentials needed by hospitality sector training are skilled trainers, certification of training course, good infrastructure, and quality of content and effective training evaluation.

Review of Literature

J.C. Percival and Others (2013)

in their research have conducted that all the business organizations should ensure that their employees are capable of providing good quality service to their customers in the era of globalization .In a hotel industry, the most important aspect of Human Resource Development is to have the right information and knowledge, skills and ability to provide top service by providing the employees an effective training of the related work or job. That is why, in the current scenario of hotel industry, training and development has become an integral part of all business activities to maintain business productivity.

Vikram Singh (2015)

Hotel employee's training is a very important part as well as the major function of human resource management and development; it is the crucial way of motivating employees as well as increasing productivity in the hospitality business. With the growth of the technologies and the entire hotel business environment, hotel employees are requested to be more skilled as well as qualified, even if they are a skilled employee today, they could be out of the line some other day

if they do not keep studying. A hotel requires organized staff training if wants to be competitive among others hotels. Staff training is the major task to help everyone in the hotel to be more united. A hotel could hire experienced employees as well as train employees to be skilled. When the hotel trains their own employees, by forming a harmonious atmosphere, the passion of work and accurate work specification, team spirit will be built between employees and management team within the process.

Manoj A.S. (2013) : There are three major components that an employee needs in order to do a job effectively-attitude, knowledge, and skills. All these components can be polished or developed by effective training. However, each component needs a different training approach. Knowledge, for example, can be provided by talks, lectures as well as films but not useful for skill development. Skills can be improved or developed only through day to day practice. Attitudes, is very difficult to impart or to change, even through very intense training. It needs deep understanding of human behavior among those responsible for training.

Audu Joel Samson et.al. (2014) A proper training and development increases skill of the hotel employee, which improves not only the quality but also quantity of output, this result to increase in the level of performance. Training and development improves required skills, which improves confidence and gives satisfaction to employees. This in turn develops pride and enthusiasm which are indicative of high morale. Good training and development program not only develop hotel employees but also prepare them for future managerial responsibilities positions. Proper training and development program are very useful in preventing industrial accidents as well as create a safer work environment, since and knowledgeable experienced workers are less prone to accidents.

Kimberlee Leonard (January 25, 2019)- Many hospitality workers start in entry-level positions and work their way up into higher level jobs. When an organization invest the time to train people, it is easier to recognize the talent that can be developed for higher management positions.

Training for the hospitality industry is diverse. Basic skills include communication and ways to interact with the guests and customers. It also involves teamwork spirit and diversity training, because the staff is perceived as one unit by guests. Learning to work together with people from different backgrounds, places is essential since staff never know what the background of any specific guest will be.

Objectives of the study

1. To identify the importance of training and skill development for the employees in the hotel industry.
2. To indentify the types of training offered by hotel industry in Pune City.

Research Methodology: The Paper is based on secondary information data with regards to the hotel industry training which obtained from various books from college, Journals, newspapers and internet.

Benefits of Training to Employees:

- Prepares hotel staff to do their day to day operation.
- Improves motivation of the hotel employee
- Improves self-confidence of the hotel employee.
- Improves morale of the hotel employee
- Prepares for promotion of the hotel employee
- Create a tension free and stress free environment for the hotel employee
- Provides an opportunity to the hotel employee to succeed

Benefits of Training to Hotel

- Increases productivity.
- Reduces cost.
- Builds a strong hotel-employee team
- Decreases safety hazards.
- Creates a better image
- Builds repeat business
- Increases referrals
- Attracts potential employees
- Decreases absenteeism

Benefits of training to Guests

- Getting high-quality products
- Getting high-quality services
- Getting their visit more pleasant
- Makes them feel that they are getting their money's worth
- getting a safer and comfortable visit

Importance of training

It is an era of globalization. Therefore, its impact can be seen in every field or sector of the economy. On the contrary tourism sector is facing many problems these days throughout the world and it is an urgent need to facilitate and encourage the whole personnel employed in hospitality sector beyond any conventional training. Many scholars have suggested that there are some urgent requirements for training and development of the hotel staff. Some of them are as

under: Impact of globalization and tourism industry and need of quality leadership. Strategic importance of the training and development. Innovative and skilled techniques requirements in hospitality sector. Need of quality service in hospitality sector. Economic requirements of hostel industry: Focus on skill development of the staff engaged in hotel business. Need of human Resource Development programs.

Types of training

1) Team Training

Team training generally includes two areas; content tasks and group processes. Content tasks describe the goals of team such as cost reduce and control as well as problem solving. Group processes specifies the way employees function as a team. For example how they participate, how they interact with each other, how they sort out differences etc. Hotels in Pune are investing heavy costs now days, in training new employees to understand each other as well as to cooperate. Hotels in Pune are using outdoor experiential training techniques to develop team spirit and team work among their employees (such as crossing a jungle, preparing recipes for colleagues, scaling a mountain, sailing through uncharted waters etc.). The training basically teaches the employees

- (i) how they should communicate with each other
- (ii) how they have to cooperate as well as get ahead
- (iii) how they should deal with situations of conflict
- (iv) how they should find their path, using collective wisdom as well as witness to good advantage.

1 Refresher Training

Rapid modifications in technology are forcing hotels in Pune to go in for this type of training. By organizing short-term courses which includes the current developments in specific field, the hotel may keep its employees up-to-date as well as ready to face on emerging challenges. This kind of training is carried out at by regular time of period by taking the assistance of outside consultants who specialize in a specific descriptive.

2 Skills Training

Skills training include proficiencies needed to actually perform the job. For example, an administrative assistant of Front officer might be trained in how to handle the phone calls in a proper way, while a salesperson at best Buy might be trained in assessment of customer requirement and on how to offer the customer information to make a buying decision. Think of skills training as the things you actually need to know to perform your daily job. A hotel cashier needs to know not only the technology to ring Someone up but what to do if something is priced mismatched. Most of the time, skills training is given in-house and can include the training session by a tainted trainer.

3 Managerial Training

After someone has spent time with an organization, they might be identified as a candidate for promotion and able to take more responsibilities. When this occurs, managerial training would occur. Topics might include those from our soft skills section, situation handling, such as how to motivate and delegate, while others may be technical in nature. For example, if management uses a particular computer system for scheduling, the manager candidate might be properly technically trained. Some managerial training might be performed in-house while other training, such as leadership skills, team handling, might be performed externally.

4 Cross-Functional Training

Cross-functional training includes training employees to perform operations in other areas apart from their assigned job. This is also called as Multi-skills training as well as Multi-tasking. Cross functional training have many approaches. Rotation of Job can be used to offer an employee in one functional area with a wider perspective than they would otherwise have. Departments in the hotel can exchange staff for a specific period of time, so that each employee can learn how other departments are operating. Good performing employees can act as trainers and assist other employees in developing skills in another field of operation.

5 Induction Training

Induction training is very crucial because it enables a new employee to become productive as early as possible. It can reduce unwanted mistakes by new employees. The length of training of induction will vary from job profile as well as will depend on the type of the work, the size of the business as well as the position or level of the job within the organization.

Current hotel trend in Pune

1. Most of the employees in the hotel industry in Pune have pursued Bachelor in hotel management, diploma or certificate in hotel management field.
2. Hospitality industry in Pune is a training center because many a times as there are many fresher's as well as trainees working. Still majority hotel employees have work experience of 2 to 5 years along with combination of matured as well as experienced top management professional who have more than 10 years of experience in this hospitality industry.
3. Training opportunities to the hotel employees have been uniform in spite of the gender, age, background as well as job category.

4. Induction training is mandatory in this industry and provided seriously in all the units of hotels in Pune.
5. Training is considered as continuous learning process and as per the standards of hotel industry,
6. Employees should attend minimum of 30 hours of training in which staff can learn self development and also handling the different type of situation.

CONCLUSION

Hotel Industry in Pune hires employees who are trained by hotel management colleges with diplomas or degrees as well as management trainees. Untrained hires are also being imparted knowledge by training in house itself. Fresher who have just passed out from hotel management institute don't have required skills to perform job in the hotel. It is the duty of training department to sharpen their skills, knowledge and concepts so the fresher can perform his job very effectively. Hotel employees need to learn an attitude, skill, diplomatic to serve hotel guests. Mostly all the employees working in Training and Human resource department are aware of the benefit of training as well as importance of the training. We had observed that because of training, employee morale, satisfaction, hotel productivity as well as service quality improved. To provide good facilities or services, all the good hotels of Pune arrange training programmes for their employees time to time to provide a satisfactory service to their guests by well training staff or personnel. The purpose of this paper was to understand the techniques that the hotel industry in Pune could use to organize training and development of their employees as well as the methods which are used to evaluate training programs. Human resources departments (HRD) of the hotel should emphasize the significance of training programs to its success. Hotels can also check with other industries for ideas for the developing new training programs as a path to gain a competitive advantage. Hotels should develop training programs as per their core values, business objectives as well as strategic goals. Lastly, for ensuring the effectiveness of training programs in the hotel industry, programs should be evaluated on regular basis for monitoring the success of these programs.

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