

The Need of Trained Hospitality Professionals in Service Sector in India

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ABSTRACT

The hospitality industry is one of the major contributor in the world economy. This industry requires many trained professional to play the role. Whereas in India, there are many workers who are currently pursuing their career in hospitality without a proper formal qualification, for them Experience and enthusiasm is their qualification. However, in an increasing sophisticated and competitive global market, experience and enthusiasm are no longer enough without a proper professional training.

Service sector needs to be sustaining with changes at global market and for that trained professionals are the need of an hour. Since travel and tourism has increased, this led the people to explore different level of services across the globe. This has raised the expectation of today's client and thus there is requirement of trained hospitality professional to match their expectations. Hence this study talks about the training in hospitality and its importance for all service sector. This research also highlights increasing demand of the trained hospitality professional in different service sectors in India.

1. Introduction

Historically, the conceptualization of hospitality is guest coming from another place especially strangers from other lands in a spirit of goodwill. Hospitality indirect the high level of service, warmth, respect, rendering service and even protection; it assemble strong relationship among cultures. Hospitality concept in India is enlightening the guest with its traditional way.

The **hospitality industry** is an enormous service sector. It has various fields within the service industry that includes accommodation, food and beverage service, event planning and management, theme parks, transportation, cruise line, air lines, traveling etc.

The hospitality industry is a service sector that depends on the availability of tourism, respite time and disposable income. A hospitality unit such as a restaurant, hotel, resort or an amusement park, theme park consists of multiple groups such as facility maintenance and direct operations such as servers, chef, housekeepers, porters, bartenders, management, marketing, and human resources etc.

2. Service Industry In India

There was a time when Indian considered to be poor; however, recently in the last several years the Indian economy is fastest growing economy considerably. Since the economy of India has started to grow, the personal wealth of its people started to grow as well.

India is known for its history, ancient heritage, pilgrimage, customs and rich culture. And because of that there are many Indians and foreigner wants to travel in India. This domestic success has created the need for more restaurants, hotels, lodges, attraction points and entertainment venues for the travelers. However, the only hotels and tourism is not all that makes the hospitality of India so immense.

In this current market, India's hospitality industry is being forced to grow its resources to keep up with global standards. Guest expectation has increased since they are traveling long and pay for their service. Hence the hotels and other service sector has improve their standards and meet the guest expectations. To achieve this expectation one should have "**Need of trained hospitality professionals in service sector**".

But the Indian hotels are more of untrained yet skilled personnel, working in different department for instance in kitchen department, housekeeping department etc. Most of them are with experience but.

- Do you think untrained personnel have more knowledge then professionals?
- Is their skills and experience are enough for improving the quality of service?
- Is the professional training is the need of an hour?
- Can they give professional service and match the guest expectation?

This research talks about those above mentioned factors and what can be done to solve this kind of problem and improve the service standards of the service sectors to compete the global market.

As I mentioned, the service sector in India has workers could pursue a career without the need for proper hospitality training and qualifications. For them basic knowledge, skills, experience and enthusiasm are qualification enough. However, in an expanding worldly-wise and competitive global market, skills, experience and enthusiasm are no longer enough. Hotel groups, service sectors and tourism operators now in need of trained hospitality professional's staff with industry-acknowledge qualifications. The service sector industry is suffering from severe skills shortages, and many of the half million employees working in hotels, tourism and in other service sector are unqualified or untrained.

What qualifications are necessary to work in hospitality industry?

With the lower level of qualifications such as diploma or any basic course normally cover entry level skills and knowledge but for getting trained professionally there should be higher qualifications, such as bachelor's and master's degrees. There should be more focus on the management and business skills which is necessary to be successful in fastest-growing industry in the world that is hospitality, tourism other service sector.

3. Objectives

1. To compare the impact of trained hospitality professionals and untrained hospitality professionals in Indian Service Industry
2. To understand the importance of trained hospitality professionals in Indian service industry.
3. To highlight the importance of competitive training to develop the service quality.

4. Methodology

This study being undertaken is descriptive in nature. This data and information for the study is gathered from primary and secondary sources. The major purpose of descriptive research is description of state of affairs, as it exists at present.

Primary data Structured questionnaire was administrated to 50 respondents like hospitality professionals, service sector employees, general people, Hospitality academicians and students.

Secondary Data: Information was gathered with the help of various publications, E- papers and website.

5. Review of literature

As per my study we found that there are hotels and other service sector who wants to open the hotels in India, but there are distress over that there are not enough trained hospitality professional people to encounter in the labor intensive sector, the service sectors in India already facing the shortage of trained hospitality professional.

We found that this shortage of skills is intimidating remark who are planning to open the companies in India such as ITC Ltd, Indian Hotels Co. Ltd. And the other international properties which are planning to construct more properties within the next five years in Indian ground.

Since there are companies who are planning for it future growth the count of trained hospitality personnel are less. The government wants to establish skill-development infrastructure to make sure that there are enough trained hospitality professional.

The other thing in this research we found that there are service sector who hire untrained employees for the specific position in which they are specialized and has an experience. They will do only that specific work in the organization for which they are hire for, doing other work which they are not skilled at may result in wastage of material and resources. The

organization pay them less since, they are not trained professionally and are only skilled at doing some work. The service sector can't find the trained hospitality professional for that position and even if they able to find them then they have to pay them handsomely for that if they want to hire them.

6. Impact of training

1. Untrained Employees = Unhappy Employees

The workers who feel that they are inadequate, underachieving, or unsupported are unhappy. They aren't satisfied in their work, because the work they do is result in making mistakes and hence, are not able to handle the work.

2. Untrained Personal Have a Low Production Value

The standard of the work they do are of low quality. They are not able to think or produce much since they are not trained.

3. Untrained Employee Are Inefficient

It takes more time and effort to them to complete the work they have assigned for.

4. Lost Time/Money Due to Mistakes

Since they are not trained in hospitality they tend to make more mistake while doing work and hence, there is loss of time and money.

5. Insufficient Staff Training Means Lost Customers

The untrained personnel, if they are not able to bestow proper service to the guest then the guest may be dissatisfied and the organization can loss the guest.

Hunar Se Rozgar- Government of India Ministry of Tourism initiative

The Government of India, Ministry of Tourism launched a special training initiative, named as Hunar Se Rozgar Tak (HSRT in short) in the year 2009-10, for creation of employable skills amongst youth belonging to economically weaker side of the society. The basic objective was to reduce, through this initiative, the skill gap that affected the hospitality and tourism sector. Another objective was to put in place a dispensation to ensure that the economic benefit of a growing tourism reached the poor. Initially, the initiative covered only two trades, namely Food Production and Food and Beverage services. Trades namely Housekeeping and Bakery were added later. In view of its growing acceptability, the HSRT has been extended to cover non hospitality trades too. The training programs relating to hospitality trades are largely conducted by the hospitality institutes sponsored by the MoT, by other institutes enlisted by and through the State Governments / UT Administration, and by star classified hotels.

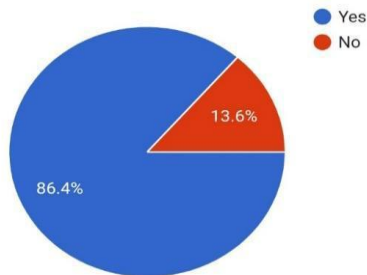
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7. Data Interpretation

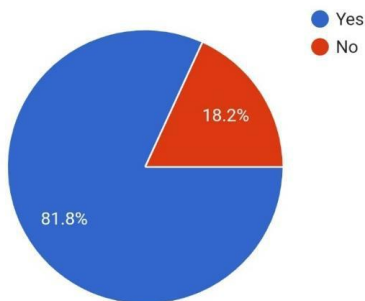
1. Do you think hospitality students can work in any service sector?

The majority of the respondents believes that the trained hospitality students can work in any service sector.



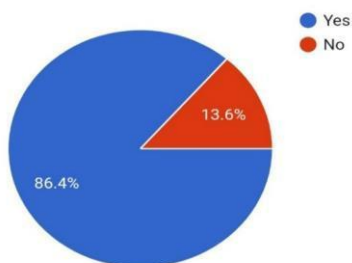
2. Do you think hotels are experiencing high level of guest satisfaction because of trained hospitality professionals?

This research tell that hotel gain the high level of guest satisfaction through their highly professional service.



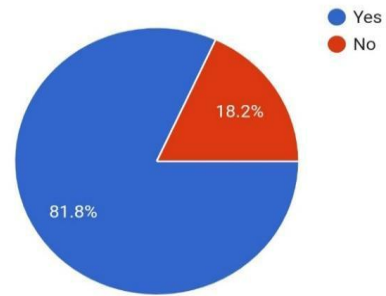
3. Can trained hospitality professional refine the quality of service and raise the goodwill of organization?

It can be seen that trained hospitality professional can render refine quality of service and raise the name of organization.



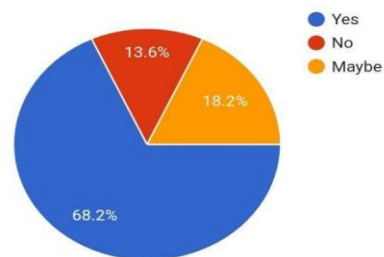
4. Do you think there is a need of specialized training in hospitality in India?

This research proves that there is a need of specialize training in hospitality field in India to improve the quality of service



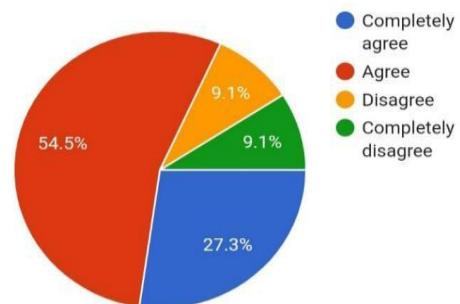
5. Do you think trained professionals have more knowledge than untrained yet skilled personnel?

Most of them think that trained hospitality professional have more knowledge and can improve the quality of service they provide.



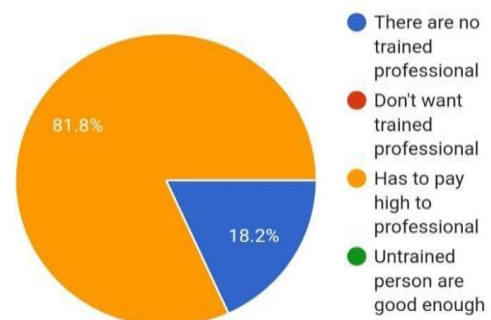
6. Do you think there is a need of professional hospitality training or skills & basic knowledge are enough?

This research proves that there should be proper specialized training in hospitality field.



7. Why untrained personal are recruited by the service sector?

The majority of them think hiring professional staff more costly for the service sector.



8. Conclusion

Training in hospitality industry is one of the most significant practices in service sector. This training program important because the performance of organization is depend on it. This study and research tell about the training practice followed in India are more of working then proper learning in the hospitality. This study tell about the training is an important factor for working in hotel and other service sector. The research stipulate the outstanding divergent in the usage and importance of training practices among the Indian service sector. This practice is leading towards the growth of a more integrated strategic approach to the usage and importance of training. The research tells about there is a need of the

professional training for improving the service provided in the hotel. This fact-finding has suggested that training plays a more notable role in the account of delivering the best and professionalize service to the guest. This exploration locate in this research that the system for training appear to have come about from the usage & adoption of recognized training practices in service sector. Thus, it shows that, for matching the expectations of the guest coming to the hotel or other service sector, hotel has to recruit the highly trained hospitality professional. Training is now coming to play a very important role in the development strategies of many Indian Service sectors organizations.

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