

Need of trained hospitality professional in service sector

¹Ms.Vibhuti Mehra, ²Ms.Trupti Patole & ³Mr.Sail Naik

^{1,2,3}Department of Rooms Division Management, Rizvi College of Hotel and Tourism Management studies (India)

The topic explains how the existence of trained hospitality professionals are capable to handle the work challenges in service sector and provides excellent output. The training of Hospitality student's (professionals) starts from the day of admission in hotel Management College. The institution across India emphasizes on only one objective and that is to provide the country a steady stream of competent young men and women with the necessary knowledge, skills, values and attitude to occupy positions of management and administration in the hospitality industry. Training involves improving the effectiveness of organizations and the individuals and teams within them. Training may be viewed as related to immediate changes in organizational effectiveness via organized instruction, while development is related to the progress of longer-term organizational and employee goals.

The hospitality industry is a broad category of fields within the service industry that includes lodging, food and drink service, event planning, theme parks, transportation, cruise line, traveling and additional fields within the tourism industry. The hospitality industry is an industry that depends on the availability of leisure time and disposable income. A hospitality unit such as a restaurant, hotel, or an amusement park consists of multiple groups such as facility maintenance and direct operations (servers, housekeepers, porters, kitchen workers, bartenders, management, marketing, and human resources etc.).

While training technically have differing definitions, the two are oftentimes used interchangeably and/or together. Training and development has historically been a topic within applied psychology but has within the last two decades become closely associated with human resources management, human resources development, instructional design, human factors, and knowledge management.

Dale S. Beach defines training as 'the organized procedure by which people learn knowledge and/or skill for a definite purpose'. Training refers to the teaching and learning activities carried on for the primary purpose of helping members of an organization acquire and apply the knowledge, skills, abilities, and attitudes needed by a particular job and organization.

The institutions across the country understands the need of trained professionals in the service sectors and they play very important role of providing trained manpower to the industry. When students take admission in the hotel management college, during their tenure of hotel management course they provide industrial training. Through this training students understand the work culture and various work techniques.

Training is generally imparted in two ways:

On the job training- On the job training methods are those which are given to the employees within the everyday working of a concern. It is a simple and cost-effective training method. The in proficient as well as semi- proficient employees can be well trained by using such training method. The employees are trained in actual working scenario. The motto of such training is "learning by doing." Instances of such on-job training methods are job-rotation, coaching, temporary promotions, etc.

Off the job training- Off the job training methods are those in which training is provided away from the actual working condition. It is generally used in case of new employees. Instances of off the job training methods are workshops, seminars, conferences, etc. Such method is costly and is effective if and only if large number of employees have to be trained within a short time period. Off the job training is also called as vestibule training, i.e., the employees are trained in a separate area (may be a hall, entrance, reception area, etc. known as a vestibule) where the actual working conditions are duplicated. This consists of lectures, workshops, conference, team discussion, apprenticeship.

After completion of hospitality course students have already gone through the two major types of training. This training is helps in making the professionals in the service sector.

Importance of Training in service sector:

Training is crucial for organizational development and success. It is fruitful to both employers and employees of an organization. An employee will become more efficient and productive if he is trained well.

1. New candidates who join an organization are given training. This training familiarize them with the organizational mission, vision, rules and regulations and the working conditions.
2. The existing employees are trained to refresh and enhance their knowledge.
3. If any updating and amendments take place in technology, training is given to cope up with those changes. For instance, purchasing a new equipment, changes in technique of production, computer impartment. The employees are trained about use of new equipments and work methods.
4. When promotion and career growth becomes important. Training is given so that employees are prepared to share the responsibilities of the higher level job.

The benefits of training can be summed up as:

1. **Improves morale of employees-** Training helps the employee to get job security and job satisfaction. The more satisfied the employee is and the greater is his morale, the more he will contribute to organizational success and the lesser will be employee absenteeism and turnover.
2. **Less supervision-** A well trained employee will be well acquainted with the job and will need less of supervision. Thus, there will be less wastage of time and efforts.
3. **Fewer accidents-** Errors are likely to occur if the employees lack knowledge and skills required for doing a particular job. The more trained an employee is, the less are the chances of committing accidents in job and the more proficient the employee becomes.
4. **Chances of promotion-** Employees acquire skills and efficiency during training. They become more eligible for promotion. They become an asset for the organization.
5. **Increased productivity-** Training improves efficiency and productivity of employees. Well trained employees show both quantity and quality performance. There is less wastage of time, money and resources if employees are properly trained.

Benefits of training:

Training has been used in organizations for the past several decades. Although training and development requires investments of many types, there are cited benefits to integrating training. A professional work environment is one that results in a workplace full of highly competent, respectful, mature, and accountable employees working towards a common goal. It's the kind of workplace that any employee would feel proud to take their children.

- Increased productivity and job performance
- Skills development
- Team development
- Decreasing safety-related accidents

If the training and development is not strategic and pointed at specific goals, it can lead to more harm than good. Needs assessments, especially when the training is being conducted on a large-scale, are frequently conducted in order to gauge what needs to be trained, how it should be trained, and how extensively. Needs assessments in the training and development context often reveal employee and management-specific skills to develop (e.g. for new employees), organizational-wide problems to address (e.g. performance issues), adaptations needed to suit changing environments (e.g. new technology), or employee development needs (e.g. career planning). The degree of effectiveness of training and development programs can be predicted by the needs assessment and how closely the needs were met, the execution of the training (i.e. how effective the trainer was), and trainee characteristics (e.g. motivation, cognitive abilities). Effectiveness of training is typically done on an individual or team-level, with few studies investigating the impacts on organizations.

Developing and Training Talent:

Many hospitality workers start in entry-level positions and work their way up into higher level jobs. When a company takes the time to train people, it is easier to recognize the talent that can be developed for higher management positions.

The hospitality industry uses a diverse workforce, which includes a variety of positions that may or may not have a strong educational component. A valet, cleaning personnel and restaurant servers have different requirements than check-in clerks, concierge providers and managers. Yet, the entire workforce is a reflection of a hotel's hospitality culture, which is why everyone needs to be trained from top to bottom on certain specific values and standards.

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

Problem Solving and Service:

Great service that leads to amazing experiences is the goal of the hospitality industry. This is something hospitality leaders need to develop in staff. Things go wrong; it's part of life. For example, if a guest has been given the wrong reservation and the problem is not resolved in a friendly and positive way, the guest will not have an enjoyable experience. The goal is to resolve problems so the guest feels satisfied about the solution and that she wants to continue her stay so that ideally, she will want to return.

Safety and Security:

If a danger presents itself in the hotel or in any other service sector, customer or guests look to staff to direct them. Staff should be trained as to the basics of safety, with many having the ability to perform first aid and CPR if necessary. The hospitality industry must also prepare staff, and develop plans in the event of natural disasters and potential terrorist activity. This is so important, because if the staff doesn't know what to do, chaos will emerge, because people panic while they are trying to determine the best course of action.

The hospitality professionals are capable in handling situations and provide positive results at work place. There is a need of hospitality professionals not only hotel industry but also in other service sector.

References

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