

Role of Training in Creating Effective Manpower in Hospitality Industry: A Literature Review

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Abstract: *The techniques used to provide new or current employees with the skills they need to do their jobs are referred to as training. The broadest definition of development is the enhancement of an employee's current competencies to enable them to fulfill new requirements or get ready for new jobs. Thus, it is possible to distinguish between the two as training equips workers with new skills or knowledge that will improve their performance on the job, while development expands on preexisting skills for purposes other than those directly related to their employment. Employers, however, use both in tandem as they aim to increase employee knowledge and boost organizational competitiveness. There are a number of organizational requirements that must be met in order to offer that degree of training*

Keywords: Competencies, Skills, Training, Organisational Requirement

I. INTRODUCTION

"Identifying the training that may be necessary is the first step in the training process." Training would involve assessing both the talents that a person already possesses and the skills that are required to do a job. As a result, the difference between the two becomes the training topic. The most valuable resource in this service sector is an employee. Developing his allegiance and maintaining his motivation are two of the many factors at play. Employers may better retain their workforce by providing a clear career advancement path, training, and financial remuneration in addition to providing relevant goals and workplace satisfaction. Training methods have changed throughout time. More exposure is provided at an early age, with a focus on developing technical skills and overall behavioral tendencies. Corporate trainers, role-playing, case studies, hands-on exercises, situational handling techniques, etc. are used to augment this. In India, the hospitality business is expanding incredibly quickly. This industry can be divided into the following categories: contract catering, restaurants, pubs, clubs and bars, travel and tourism, and aviation. In addition, there are chances at colleges, arenas for sports, convention centers, and smaller organizations that handle events. The primary obstacles facing this industry are the lack of qualified workers and the high attrition rate.

The major challenge of this sector is a shortage of skilled employees along with the challenge of attrition rate. Skilled chefs and managers are in great demand. Managers require a huge range of competencies such as people management, viable skills, business insights, analytic skills, succession planning, and resource development in order to achieve success in this sector. In addition to that, employees are not enough trained in Business Etiquette, Courtesy, and Business Communication. Hospitality is all about handling people. So an employee must have the right attitude, tolerance, and listening skills in order to move up the hierarchy. There is still a long way to go to inculcate good public relations and interpersonal skills.

Hotels nowadays are attempting to adopt a more innovative approach to staff training, implementing new procedures, utilizing technology, and igniting guest interest. There aren't many things these days that you may try to set yourself apart from the crowd. In essence, there are two: service and hotel design. Because it needs to constantly evolve and improve, service assumes a more significant role. People provide the service, thus it's critical that they can function at the standard the hotel has set. In order to boost client happiness and performance efficiency, the hotel staff must receive ongoing training. But, we need to train the hotel staff differently in order to set your service apart from that of your rivals.

Objective:

To identify the nature of training and development practices of the Hospitality Industry and training and development policies and strategies adopted.

II. RESEARCH METHODOLOGY

Referred to secondary data to research on this topic. Referred to research articles, peer-reviewed journals, websites, books, etc.

III. LITERATURE REVIEW

The industry and the providers of education and training are often viewed as partners in the development of skills to suit the demands of different stakeholders in the hospitality sector, with each party fulfilling a complementary role. The goals and difficulty of the training, as well as the system that houses the training, will determine how involved they are, respectively. The European hospitality industry is noted by Guerra & Peroni (1991) to be relatively homogeneous, but they also highlight significant diversity within the educational and training systems that support the industry. This diversity is a reflection of national variations in vocational education systems and the status and focus of tourism and hospitality at the national or regional level.

Higher-level instruction and training in the hotel and tourist industries typically uphold a definite dedication to the development of skills intended to supplement more general educational and company development goals. In the context of hospitality, Gillespie & Baum (2000) examine how the practical, vocational education component of hospitality degree programs is evolving and see a significant reduction, but not a complete eradication, of this process. After examining the curriculum of UK tourism degrees, Busby (2001) comes to the conclusion that vocationalism plays a significant role in the curriculum. These vocational programs include the acquisition of specialized skills in the hotel and tourism industries, and Busby contends that these components are crucial to guaranteeing graduates' employability. One of the most important skills issues in the hospitality industry, which is deeply ingrained in the customs of the industry, especially in Europe, is the importance of developing one's skills in food and beverage as a prerequisite for applying general management skills in hotels. Although the revenue contribution of this area is relatively less important than that of accommodation, Ladkin's (2000) study of hotel managers' careers supports the widely held belief that food and beverage experience remains the single most important career characteristic of successful general managers (Horwarth&Horwarth, 1999). Few effective general managers have substantial training or experience in rooms, accounting, and marketing activities before entering general management, according to Ladkin. Keep and Mayhew emphasize the significance of the discussion surrounding the compatibility of the programs offered by the system of vocational education and training with the "needs" of the hospitality industry. This is a complicated problem, and there isn't much data to support the idea that one viewpoint adequately captures "industry needs." In fact, it seems doubtful that agreement on the necessary training and education could ever be reached given the diversity within the sector. The foundation of Baum's (1997) argument that educational providers should customize their skills development offerings to meet the needs of a specific industry segment is recognition of this diversity and the challenges associated with attempting to provide uniform training for a fragmented sector.

Training Strategies: Let's now examine a few instances of how you can modify your hotel's training program. Recently, a number of US hotels implemented a novel training approach by bringing in an outside comedy specialist. The goal is to give staff members more interactive client communication skills so they can swiftly respond to different requirements and requests from customers and read their body language, among other things. For instance, the training's objective was identified as a means of fostering "intuitive service" at the Elysian Hotel(Mericia Waqanimaravu, 2020).Consequently, having well-organized guides is insufficient today. The staff members ought to be able to improvise, become more receptive, and engage in the process more. Using technology in training is another cutting-edge approach. A number of hotel chains are beginning to train staff members using iPods and PlayStation Portables(Truitt, 2011).According to the executives, there are a number of significant benefits to this, including a decrease in development costs for these products. Younger employees who are accustomed to these goods in their daily lives will also find these improvements to be highly applicable. As a result, training becomes more engaging and dynamic. With this method, there are a few things to watch out for (Md Sazzad Hossain, 2020). It is crucial to avoid

being overly engrossed in technology use since this could make the process more impersonal. Technology use is crucial, but it's even more important to recognize the need for a healthy balance.

Providing so-called life-coaching sessions is another option to elevate service to a higher level. This includes planning seminars for staff members on how to live better lives, establish their objectives, and create ambitions for the future. Increasing employee happiness, motivation, and quality of life is the main objective here in order to have a positive impact on their performance and, ultimately, raise customer satisfaction. The most crucial thing to realize is that these methods shouldn't be used in place of traditional teaching techniques like lectures, courses, and real-world simulations. They are meant to increase participation and should infuse the training process with greater personality.

IV. CONCLUSION

Companies must make sure that every employee's training and development is a significant concern if they want to be competitive, attract and retain top talent, and maintain both of these goals. Businesses can outperform the competition and succeed in their endeavors by making investments in the growth of the individuals who represent them. As an employee grows within the organization, one of the most crucial parts of managing people is assisting them in becoming more productive at work and preparing them for future opportunities. This necessitates close coordination between staff training programs.

Through its developmental operations, the Training and Development function as a whole has come to be recognized as a tool for innovation and transformation. Training managers are required to advise upper management with expertise, usually regarding the benefits of a specific type of training for the organization. The framework of the collaboration between the employer, employee, and trainer must be followed during the training. All parties involved in this interaction need to be able to trust one another for the training to be more than just an employer's propaganda. It is necessary to locate and pursue this shared interest.

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