

REDEFINING LEARNING- CURRENT TRENDS IN TRAINING AND DEVELOPMENT IN THE HOSPITALITY INDUSTRY

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Abstract:

The company's system of educating its staff through a variety of means is called training and development. Workers have the opportunity to increase their skill set and depth of knowledge. The process of improving one's knowledge, worth, IQ, and EQ to a higher level through merely picking up new and creative skills is known as upgrading.

Training is the process of learning new skills to elevate the way to complete a particular work. Training and development are the most important aspect of the workplace. Training is related to improving the daily work formation and development is focused on the future task and responsibilities to fulfill in a much better way.

Being a hospitality professional, it is very crucial to learn new trends and techniques to gain more knowledge in order to set new benchmarks. Hospitality industry is updating every now and then. Hospitality industry is a skill-based industry and it is very important to sharpen it once in a while. Hospitality is people loving industry. It is mandatory to communicate with various kinds of people. Employees must show the right attitude, tolerance and listening skills to lead themselves to be an efficient leader.

This study is an attempt to redefine the current trends of training in the hospitality industry and their ways of implication, which eventually leads to ameliorate the experience of guests.

Keywords- *Training, Development, Skill, Upgrade, Hospitality.*

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Introduction:

Training is the pivotal process of the organization; hence it is important for growth of the organization as well as the employees. Training can make people superior in their own knowledge and capabilities. It can change people's perspectives, way of thinking towards a particular task. Most of the time training gives better direction or creative ideas to one who is working on some project. It is very important for the employee to feel upgraded after every training session.

Learning is the continuous process which eventually leads to betterment of employees and his organization. When an organization trains their people, ultimately it helps the organization to achieve their goal and to set a new benchmark. Employees are important assets of the company. Organizations should conduct ongoing training programmed to improve performance of employees.

It is very important to analyze weaknesses of employees or the area where they are lacking behind. Performance assessment should examine the strength or skills of the employees. And based on these factors' organizations should conduct training sessions for the upgradation of employees as well as learning of new skills.

Hospitality industry is people loving industry. We need to cater various kinds of people. It is mandatory to give excellent service to the guest and to make them feel home away from home. Communication, efficient service,

guest satisfaction, and quality are very crucial in the hotel industry and one needs to work it on constantly.

Hypothesis:

- Developing employees via training and development raises morale.
- Additionally, training and development improves employee's knowledge, abilities, expertise and attitudes.
- Employee productivity and performance are positively impacted by training and development.
- Training assists people in bridging performance gaps in their daily employment.
- Training and developments contribute to employee loyalty to the organization.
- Training can be expensive and time consuming, especially if it involves hiring external trainers or sending trainees abroad.
- Training can also create a gap between trained and untrained employees, affecting their morale and teamwork.

Objectives:

The main objective is to find out the current trends or innovative ideas of conducting training in the hospitality industry.

- To pursue new techniques of training.
- To conduct skills analysis tests frequently.
- To introduce training programme modules.
- To analyze the outcome of training.
- To plan and execute the future goal of the organization.

Review of Literature

Every organization needs well trained employees to perform the activities effectively and efficiently. (Md. Mobarak Karim, Wasim Bin Latif et al, 2019)

In this globalization era training is crucial for the competent challenging business. (Md. Mobarak Karim, Wasim Bin Latif et al, 2019)

Training and development is an important activity that increases the performance of employees in an organization and is a building block which enhances the growth and success of an organization. (Oduwusi Oyewole Oluwaseun, 2020)

In order to aid both the company and its personnel, training and development strategies are put in place to contribute to the ultimate goal of the business. (Mohamed Hamed Al- Rawahi, 2022)

Training is specifically formal education in distinct ways. (Bharthvajan R, S Fabiyola Kavitha, 2019)

The development of the organization requires to be meshed with the development of the individual. (Bharthvajan R, S Fabiyola Kavitha, 2019)

According to S. Prasanth, 2015, Training is the act of increasing the skills of an employee for doing a particular job.

Needs assessment is also the identification of the gap (s) between optimal performance and actual performance. (S. Prasanth, 2015)

The philosophy of the hospitality industry is essentially connected to serving people. (P.K.Agarwal, Kartik Naidu, 2021)

In the year 2021 P.K.Agarwal, Kartik Naidu stated that, Training and Development plays a vital role in enhancing employees performance and increases productivity thereby resulting in organizational effectiveness.

Training is one of the boundaries for upgrading the labor force capacity to accomplish authoritative exercises. (Nigel Barreto, Sureshramana Mayya, 2023)

Data Analysis:

The below data I collected by using both quantitative and qualitative methods of data collection. Primary data has been collected from the questionnaire, which was shared with respondents and then it analyzed by using pie chart. I have interviewed some of the training and placement managers to know more about training, methods to conduct it and about innovative training ideas. Hereby attached the questionnaire.

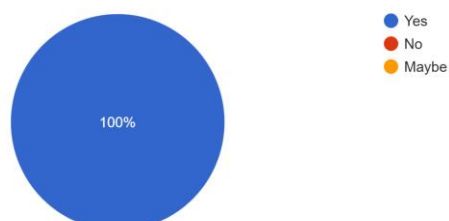
Questionnaire:

- 1) How training would help organization to achieve their goals?
- 2) According to you how training would help employees to upgrade themselves?
- 3) Can you suggest some training sessions that organizations can arrange monthly/ quarterly basis?
- 4) Training reduces constant supervision. Do you agree with this statement? If yes, how?
- 5) What kind of training methods are being followed in your organization? Can you elaborate any one of them?
- 6) Any Suggestion?

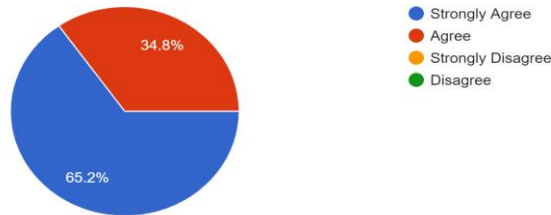
- **Sample Design-** I have used simple random sampling. Where I have selected a group of people and every person got equal chance of getting selected.
- **Sample Unit-** The sample unit of this study is comprising a Training and Development department from the hotels, employee of that department, employee of the hotel.
- **Target Respondents-** My sample size was 30 out of which I got 24 responses.
- **Research Area-** I prefer the area for research, was Navi Mumbai.

According to the data, all the people strongly agree to make the training program a compulsory part of the curriculum. Many people agree that frequent training will help employees to become more efficient in their work.

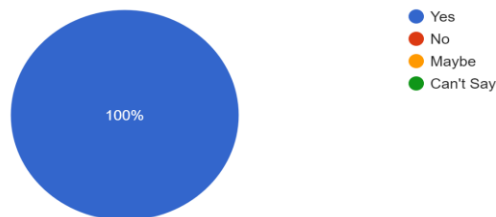
Should training be compulsorily part of curriculum?
23 responses



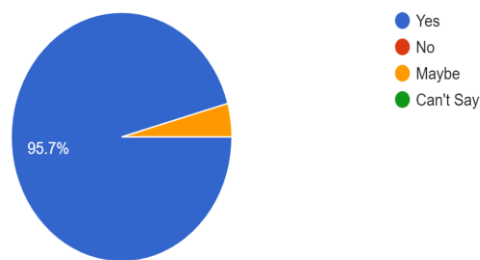
Is training helpful in the development of employee's skills?
23 responses



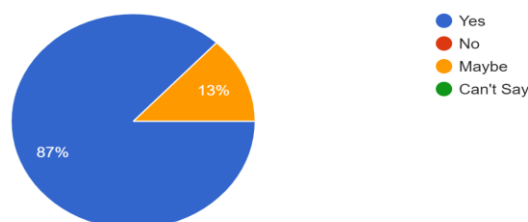
Is it necessary to conduct training programs frequently?
23 responses



Do you feel the training sessions would help employees to improve their work efficiency?
23 responses

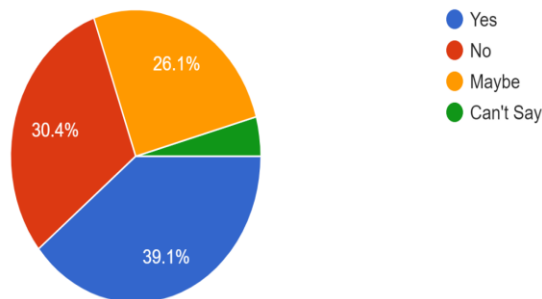


Do you feel training sessions should cover the practical concepts?
23 responses



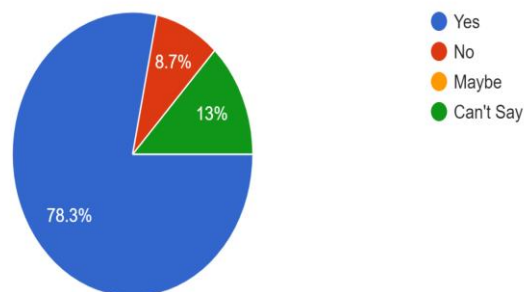
Do you feel that training programs are steps to get increment or promotion?

23 responses



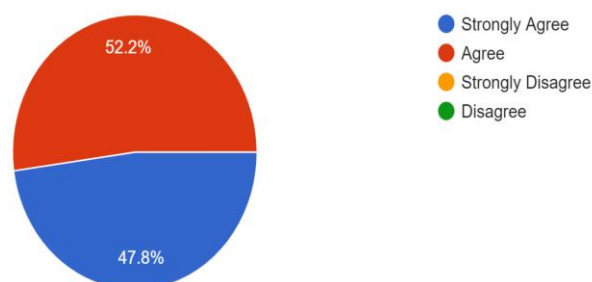
Is your career growth based on various training programs you attended?

23 responses



Do you agree that training sessions would be more fun base?

23 responses



Purpose of Training:

- Increased productivity.
- Boosting employee morale.
- Reduced constant supervision.
- Identify skills gaps.
- Development of employees.
- Helping employees feel recognized.
- Improve knowledge and skills.
- It prepares employees for greater responsibilities.

Importance of Training:

Training is a very crucial part of an employee's growth. It plays a vital role to achieve the organization's goals. So, at the end training is required for both employees as well as organization.

According to me, Skill Analysis Test, Training and Development goes hand in hand. Skill analysis tests should be conducted on a regular basis to know the present skills of the employees and areas in which they are lacking behind. And after analyzing the result of the test, the organization should plan the training sessions for the employees to learn new skills, to make employees aware about their own growth and development. And then these first two steps would help to develop and to upgrade the employees and the organization.

Training and Development in the Hotel Industry:

One of the most significant segments of the larger service sector is the hotel business. Serving clients that need lodging for the night. Despite some obvious distinctions in scope, it is closely related to the travel and hospitality businesses.

Employees that receive training are better equipped to carry out their jobs with efficiency, give excellent customer service, boost productivity, and feel more fulfilled in their jobs. In the hospitality sector, staff training is crucial, particularly for hotel operators. It equips workers with the know-how, abilities, and mindset needed to flourish in their positions, which eventually improves productivity and success for people working alone or in groups, inside companies, and throughout society.

The advantages of training are numerous and range from improving economic operations and production to supporting professional growth and encouraging teamwork. Additionally, firms that place a high priority on training see increases in productivity and economic growth. Initiatives for training not only improve the caliber of the workforce but also support national strategies meant to increase competitiveness and integration into international economic blocs.

Effective training methods support management in maintaining hotel standards, evaluating employees, and guaranteeing operational flexibility. Training fosters a pleasant work environment that benefits employees and the organization as a whole by encouraging job satisfaction and engagement.

Different Ways of Conducting Training in Hospitality Industry:

- a. **Orientation and On-board training-** This is an initial training session for new joinees to know about their company. The rules and regulations of organization. Policies and procedures, work culture. It also provides initial skill training, so employees get familiar with his or her job faster.
- b. **Compliance training-** This type of training gives awareness to the employees about legal laws and regulations that could affect their job. Employers may guarantee that their staff members are knowledgeable about federal and state labor laws, workplace safety standards, harassment and discrimination laws, and other related topics by providing compliance training. Compliance training can also assist hotel personnel in understanding their legal rights as workers. The Family and Medical Leave Act, minimum wage regulations, requirements for overtime compensation, the right to form a union, and other significant labor laws are all covered in this kind of training. Employees who are aware of their rights are less likely to suffer from mistreatment or negligence on the part of their employer.
- c. **Hard Skill training-** In the hospitality sector, hard skill training is a crucial part of employee training. This kind of training focuses on enhancing the employees' particular skill set and might cover topics like software, foreign languages, and other hospitality sector processes. Hard skill training guarantees that workers have the most recent information and abilities and helps them stay competitive in their roles.
- d. **Soft Skill training-** In the hospitality business, soft skill training is a crucial component of hotel personnel training programmes. This kind of training teaches staff members how to build a friendly and welcome workplace as well as interact with clients and coworkers. Soft skills are crucial for creating connections with visitors and fostering trust within the company.
- e. **Product Knowledge training-** In the hospitality business, product knowledge training is a crucial component of any training programme for hotel employees. Employees that receive this kind of training will have a thorough understanding of all the goods and services the company wants to offer, including tangible goods like food and drink, software, travel packages, and entertainment possibilities. Hotel employees should have product knowledge training since it will help them better grasp and know the things they are marketing to guests, which will boost sales.

Findings:

Training is a very crucial part of the development of organization as well as employees. To know the level of knowledge, area of improvement of the employee, the organization must conduct the performance analysis test. Which eventually helps employer and employee what type of training should conduct and make their employees more superior in order to achieve the goals of the organization. Organizations can conduct various types of training and make their employees superior. There are many hotels who are conducting different training programmes not only for freshers but also for their current employees to grow in their respective fields. Hospitality industry is people loving industry. And to spread this awareness among the employees, training would be the best way to encourage people. In many hotels it is mandatory to train a particular number of

employees to improve their leadership skills, intrapersonal and interpersonal skills. There are some kind of training sessions which we can conduct on a monthly basis like, Grooming Standards, Situational Handling, after checking daily feedback of guests based on that one can plan different training sessions, audit related training.

Conclusion:

The development of a skilled workforce is essential to India's economic progress. Building human capital is of utmost importance in India. No country can progress if its human capital is not improved. To increase the skilled workforce, it is mandatory to train those people in their respective work fields.

Hotels can conduct different types of training to different levels of people. When your employees know their job profile well then they will definitely work better to get more profit. Many hotels are offering management trainee programs not only to freshers but also for their current employees. Where freshers can also get a chance to learn about leadership skills at a very early stage.

To conclude, it is like a give and take process. If you know the level of skills of your labor and if as an employer you help them to improve themselves by conducting various training sessions, eventually employees will work more efficiently and the organization will achieve their set goals.

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