

THE VALUE OF TRAINING AND DEVELOPMENT PROGRAMS IN HOTEL INDUSTRY

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ABSTRACT

This research paper is an exploratory study supported literature review, on training programs within the hotel industry. The knowledge gathered and discerned during this paper will explore the training needs of the workers in hotel industry and can give an insight on effectiveness of coaching and development in hotel industry. Since all employees need training and development regardless of what industry they're in, other industries' insights may offer new perspectives to the hotel industry. Another constraint during this paper is that the term training to encompass both training and development. Training is that the activities that are designed to supply learners with the knowledge and skills needed for his or her present jobs whereas development is that the learning that goes beyond today's job and features amore long-term focus. Although training and development usually go hand in hand, they differ therein training can be done by all staff, whereas development is typically undertaken by the trainee's supervisors or managers. Training also tends to be more specific while development looks more at the long-term professional goals. The trainer will teach specific skills and knowledge to the trainee so as to get specific goals for his or her present position. During the development process, staff will meet with their supervisor and or manager to debate their strengths and weaknesses, and the way to enhance work performances to assist expand and broaden their current career path. This paper critically examines the importance of coaching and development and their importance to an organization's success.

Key Words: - Hospitality Education, Training & Development, Employee Training, Hotel Industry, Training Value.

Objectives:

1. To know the benefits of staff training in hotel industry
2. To know the importance of employee training in hotel industry

INTRODUCTION

Today the highly competitive market, during which business operates, requires a skillful workforce in order to stay a successful player within the competitive game of the industry. One among the most obstacles which occur within the workplace is that the lack of coaching and development. Training is an essential process which should be cautiously designed and implemented within all firms. The overall aim of this dissertation is to look at an importance of coaching in hospitality industry. Training may be a part of the human resource development, alongside the opposite human resources activities like recruitment, selection and compensation. The role of human resource department is to enhance the organization's effectiveness by providing employees with knowledge, skills and attitudes which will improve their current or future job performance. So as to implement the proper training methods, the training specialist should remember of the pros and cons and effectiveness of each training method. Besides, for evaluating training effectiveness, measurement should be done according to the models. "Training" refers to a scientific approach to learning and development to improve individual, team, and organizational effectiveness. Alternatively, development refers to activities resulting in the acquisition of latest knowledge or skills for purposes of private growth. However, it's often difficult to determine whether a selected research study addresses training, development, or both. Within the remainder of this review, we use the term "training" to ask both training and development efforts.

TRAINING

Training cares with imparting specific skills for a specific purpose. Training is the sequence of learning a sequence of programmed behavior. Training is that the act of accelerating the talents of an employee for doing a particular job. "Training is that the process that gives employees with the knowledge and therefore the skills required to work within the systems and standards set by management."

DEVELOPMENT

Development cares with the expansion of employee's altogether respects. It's the method by which managers or executives acquire skills and competency in their present jobs and also capabilities for future tasks. The aim of development is imparting advanced knowledge and competencies among the workers.

Employee Training In Hotel Industry

In modern hotel business, it's all about competence in people, and particularly the employees' qualities. The extent of service quality depends on the qualities of employees. The qualities are about knowledge, skills and thoughts which cause a hotels survival and development. Therefore, staff training is crucial in many ways; it increases productivity while employees are armed with professional knowledge, experienced skills and valid

thoughts; employee training also motivate and inspires workers by providing employees all needed information in work as well as help them to acknowledge how important their jobs are. Training and development will be seen as a key instrument within the implementation of HRM practices and policies. Successful hotel always include staff training as their important development strategy

The Importance of Employee Training

Staff training could be a significant part likewise because the key function of Human Resource Management and Development; it's the crucial path of motivating employees and increasing productivity within the business. With the event of the technologies and therefore the whole business environment, employees are requested to be more skilled and qualified, whether or not you're an honest employee today, you may be out of the road another day if you are doing not keep studying. An organization needs organized staff training if wants to be competitive among others. Staff training is that the key task to assist everyone within the company to be more united. An enterprise could hire experienced employees or train employees to be skilled. When the corporate trains their own staff, by providing and forming a harmonious atmosphere, accurate work specification and therefore the passion of labor, harmony will be built between employees and management team within the method. Training of labor tasks is one in all the most aspects of staff training, including principles at work, professional knowledge and skills, by offering staff these essentials, staff training helps personal abilities match with business requirements. Training may be enormously demanding and may be in-depth; lack of coaching or poor training brings out high turnover rate and also the delivery of substandard products and services.

BENEFITS OF STAFF TRAINING

Employee training enhances the capabilities of employees and strengthens their competitive advantage. Effective training will improve the private characters and professional abilities. Not only employees, management and organization would benefit from staff training, customers and guests benefit in addition, thanks to the received quality products and services

BENEFITS THE EMPLOYEE

Increases job satisfaction and recognition

During the training, employees are going to be introduced what's the work is about, how to do, what quite role does the work play within the whole business, it helps them to understand their work better and also love what they are doing by understanding the work.

Encourages self-development and self-confidence

After systemized training, employees will understand what important role their jobs play, and with the data, knowledge and experiences obtained during the training, they'll be more confident with their work, in order that better services will be provided.

Moves employee closer to non-public goals

Employees gained not only professional knowledge and skills during training, training also broadens their choices on setting career targets. they'll get the opportunity to induce to understand other positions, increases the chances of promotions within the meantime.

Helps the worker become a good thinker

Practical experience are often taught and guided within the training; employees will learn the methods of solving problem or complaints during training.

Allows the worker to become productive more quickly

By training, employees get at home with their work tasks, advanced knowledge and techniques which improve their capabilities, increases productivity.

BENEFITS THE ORGANIZATION

- Leads to improved profitability Owing to the expansion of productivity and better services after training, it is more promised for the hotel to possess more profits reciprocally.
- Reduces accidents and safety violations without organized training and guidance, especially employees who work with dangerous facilities, accidents are easily occurred, training can help organizations to prevent accidents.

- Aids in organizational development Hotels must develop their technologies and way of working so as to be competitive and staff training assures the competitiveness, because training will bring good quality, effectiveness and constant customers to the hotels.

- Reduces wastage and expensive turnover Wastage and damages in several departments are commonly discovered in hotel operation, with the assistance of staff training; unnecessary wastage and damages can be avoided. Regular trainings can decrease work pressures and turnover, as a result, less labor cost are spent and better service is achieved.

CONCLUSION

Human Resource Management has been enormously important within the hotel business, when handling people, the fundamental requirement for the enterprise is to have good internal relationships between management and employees. Favorable Human Resource Management ensures business growth, and staff training is that the most effective thanks to develop employees so as to own a decent HRM. Therefore, staff training is anxious plenty in nowadays" businesses. Staff training is a vital management tool, it's many benefits, such as shortens the study time, increases work effectiveness, helps employees and also the company itself to compete within the fast changing environment, reduces damages and wastage. Staff training may be a way of motivating employees, upgrading their skills, expanding their knowledge, preparing employees for self-development.

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