Training course on Training and Development in Hospitality

Professional Development Training Course Outline

Category	Tourism and hospitality	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In the fast-paced, customer-centric, and constantly evolving hospitality industry, Training and Development is the cornerstone of service excellence, employee retention, and organizational success. With high turnover rates and a continuous need for upskilling to meet evolving guest demands and technological advancements, investing in effective training programs is not merely a cost but a strategic imperative. It's about equipping frontline staff, supervisors, and managers with the knowledge, skills, and attitudes necessary to consistently deliver world-class guest experiences, adapt to new technologies, and uphold brand standards. Mastering this discipline ensures a highly competent, motivated, and engaged workforce that directly contributes to guest satisfaction, operational efficiency, and ultimately, profitability. Failure to prioritize comprehensive training and continuous development can lead to inconsistent service quality, high employee turnover, diminished guest loyalty, and a struggle to adapt to industry changes. Training Course on Training and Development in Hospitality is meticulously designed to equip aspiring and current Human Resources professionals, training managers, operations managers, general managers, and departmental heads in the hospitality industry with the advanced theoretical insights and intensive practical tools necessary to excel in Training and Development in Hospitality. We will delve into sophisticated methodologies for conducting training needs analysis, master the intricacies of designing engaging and effective learning programs, and explore cutting-edge approaches to delivering diverse training methods, evaluating impact, and fostering a culture of continuous learning. A significant focus will be placed on understanding adult learning principles, leveraging learning technologies, integrating training with performance management, and ensuring compliance with industry standards. Furthermore, the course will cover essential aspects of budgeting for training, developing leadership pipelines, and adapting to emerging trends in learning and development. By integrating industry best practices, analyzing real-world successful hospitality training initiatives, and engaging in hands-on program design and delivery exercises, attendees will develop the strategic acumen to build a highly skilled and adaptive workforce, fostering unparalleled guest satisfaction and securing their position as indispensable assets in the forefront of hospitality talent development.

Programme Curriculum

Training Course on Training and Development in Hospitality

Introduction

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Training Course on Training and Development in Hospitality is meticulously designed to equip aspiring and current Human Resources professionals, training managers, operations managers, general managers, and departmental heads in the hospitality industry with the advanced theoretical insights and intensive practical tools necessary to excel in **Training and Development in Hospitality**. We will delve into sophisticated methodologies for **conducting training needs analysis**, master the intricacies of **designing engaging and effective learning programs**, and explore cutting-edge approaches to **delivering diverse training methods, evaluating impact, and fostering a culture of continuous learning**. A significant focus will be placed on understanding adult learning principles, leveraging learning technologies, integrating training with performance management, and ensuring compliance with industry standards. Furthermore, the course will cover essential aspects of budgeting for training, developing leadership pipelines, and adapting to emerging trends in learning and development. By integrating industry best practices, analyzing real-world successful hospitality training initiatives, and engaging in hands-on program design and delivery exercises, attendees will develop the strategic acumen to build a highly skilled and adaptive workforce, fostering unparalleled **guest satisfaction** and securing their position as indispensable assets in the forefront of **hospitality talent development**.

Course Objectives

Upon completion of this course, participants will be able to:

1. Analyze the fundamental principles and strategic importance of **Training and Development in Hospitality**.
2. Master methodologies for conducting a comprehensive **Training Needs Analysis (TNA)** in hospitality settings.
3. Develop expertise in **designing engaging and effective learning objectives and program curricula**
4. Formulate strategies for **delivering diverse training methods** (on-the-job, classroom, e-learning, blended).
5. Implement robust approaches to **evaluating training effectiveness and measuring ROI**.
6. Understand and apply **adult learning principles and motivational theories** to hospitality training.
7. Leverage **learning technologies and e-learning platforms** for scalable and efficient training.
8. Develop strategies for **onboarding new hires** that enhance retention and productivity.
9. Comprehend the role of **training in performance management and career development**

10. Explore **leadership development and succession planning programs** in hospitality.
11. Manage **training budgets, resources, and external training partnerships**.
12. Anticipate and adapt to **emerging trends in learning and development** (e.g., microlearning, gamification).
13. Position themselves as strategic leaders in building a **high-performing, adaptive, and guest-centric hospitality workforce**.

Target Audience

This course is designed for professionals and aspiring individuals involved in training and development in the hospitality industry:

1. **Human Resources Managers/Directors in Hospitality:** Overseeing learning and development functions.
2. **Training Managers/Coordinators:** Responsible for designing and delivering training programs.
3. **Operations Managers/General Managers:** Directly involved in staff training and performance.
4. **Departmental Heads:** Training their teams (e.g., Front Office Manager, F&B Manager).
5. **HR Business Partners:** Supporting various departments with training needs.
6. **Learning and Development Specialists:** Looking to specialize in hospitality.
7. **HR Assistants/Coordinators:** Aspiring to roles in training and development.
8. **Hospitality & Tourism Students:** Focused on human capital development

Course Duration: 10 Days

Course Modules

Module 1: Strategic Role of Training & Development in Hospitality

- The Competitive Advantage of a Well-Trained Workforce.
- Connecting Training to Guest Satisfaction, Service Quality, and Profitability.
- Addressing High Turnover and Skill Gaps in Hospitality.
- Overview of the Training and Development Cycle.
- Case Studies of Leading Hotels with Strong L&D Cultures.

Module 2: Training Needs Analysis (TNA)

- Methodologies for Identifying Performance Gaps and Training Needs.
- Organizational Analysis, Task Analysis, and Person Analysis.
- Utilizing Surveys, Interviews, Observation, and Performance Data.
- Prioritizing Training Needs Based on Business Impact.
- Developing a TNA Report.

Module 3: Designing Effective Learning Programs

- Setting Clear, Measurable, Achievable, Relevant, Time-bound (SMART) Learning Objectives.
- Structuring Program Curricula and Content Outlines.
- Selecting Appropriate Instructional Strategies and Activities.
- Developing Engaging Training Materials and Resources.
- Integrating Brand Standards and Service Culture into Training.

Module 4: Adult Learning Principles and Motivation

- Understanding How Adults Learn Best: Andragogy Principles.
- Motivational Theories Applied to Learning (e.g., Expectancy Theory, Goal-Setting Theory).
- Creating a Positive and Supportive Learning Environment.
- Addressing Different Learning Styles and Preferences.
- Fostering Self-Directed Learning and Continuous Improvement.

Module 5: Diverse Training Delivery Methods

- On-the-Job Training (OJT) Best Practices and Coaching.
- Classroom Training and Facilitation Skills.
- E-learning and Blended Learning Approaches.
- Role-Playing, Simulations, and Case Studies.
- Mentorship and Coaching Programs.

Module 6: Onboarding and Orientation Programs

- The Critical Role of Onboarding in Employee Retention and Engagement.
- Designing Comprehensive Pre-Boarding and First-Day Experiences.
- Integrating Orientation with Company Culture and Values.
- Providing Essential Job Knowledge and Resources.
- Measuring Onboarding Effectiveness.

Module 7: Leveraging Learning Technologies

- Overview of Learning Management Systems (LMS) for Hospitality.
- Utilizing E-learning Platforms and Tools.
- Developing Engaging Online Modules and Microlearning Content.
- Virtual Reality (VR) and Augmented Reality (AR) for Immersive Training.
- Gamification in Learning and Development.

Module 8: Evaluating Training Effectiveness and ROI

- Kirk patrick's Four Levels of Evaluation: Reaction, Learning, Behavior, Results.
- Designing Evaluation Tools (Surveys, Quizzes, Performance Checklists).
- Measuring Training ROI (Return on Investment).
- Collecting and Analyzing Training Data.
- Communicating Training Impact to Stakeholders.

Module 9: Training for Guest Service Excellence

- Designing Training Programs Focused on Exceptional Guest Experiences.
- Communication Skills Training (Verbal, Non-Verbal, Active Listening).
- Conflict Resolution and Service Recovery Training.
- Understanding Guest Expectations and Personalization.
- Cross-Cultural Service Training.

Module 10: Compliance and Regulatory Training

- Essential Compliance Training for Hospitality (e.g., Food Safety, Workplace Harassment, ADA).
- Health and Safety Training (OSHA, Emergency Procedures).
- Data Privacy and Security Training (GDPR, PCI DSS).
- Ethics and Code of Conduct Training.

- Ensuring Training Documentation and Record-Keeping.

Module 11: Leadership and Management Development

- Identifying Future Leaders in Hospitality.
- Developing Leadership Development Programs for all Levels.
- Coaching and Mentoring Skills for Managers.
- Strategic Thinking and Decision-Making Training.
- Succession Planning and Leadership Pipelines.

Module 12: Future Trends in Learning & Development

- Personalized Learning Paths and Adaptive Learning.
- Microlearning and Just-in-Time Training.
- AI and Machine Learning in Training Needs Analysis and Content Delivery.
- The Rise of Skills-Based Organizations.
- The Gig Economy and Its Impact on Training Strategies.

Training Methodology

- **Interactive Workshops:** Facilitated discussions, group exercises, and problem-solving activities.
- **Case Studies:** Real-world examples to illustrate successful community-based surveillance practices.
- **Role-Playing and Simulations:** Practice engaging communities in surveillance activities.
- **Expert Presentations:** Insights from experienced public health professionals and community leaders.
- **Group Projects:** Collaborative development of community surveillance plans.
- **Action Planning:** Development of personalized action plans for implementing community-based surveillance.
- **Digital Tools and Resources:** Utilization of online platforms for collaboration and learning.
- **Peer-to-Peer Learning:** Sharing experiences and insights on community engagement.
- **Post-Training Support:** Access to online forums, mentorship, and continued learning resources.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

- Participants must be conversant in English.
- Upon completion of training, participants will receive an Authorized Training Certificate.
- The course duration is flexible and can be modified to fit any number of days.
- Course fee includes facilitation, training materials, 2 coffee breaks, buffet lunch, and a Certificate upon successful completion.
- One-year post-training support, consultation, and coaching provided after the course.

- Payment should be made at least a week before the training commencement to Fineskill Training Center account, as indicated in the invoice, to enable better preparation.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com