

Training Manager

Zitahli Resorts & Spa, Maldives

- ◆ Youngest Training manager in entire Zitahli Group
- ◆ Worked in the Pre-opening Team
- ◆ All the training manuals & modules being designed along with the orientation program.

As a Executive – Learning & Development, Taj Garden Retreat, Madurai & Thekkady Jul '07 to May'08

- ◆ Youngest Training Executive in entire Taj group of Hotels handling two units
- ◆ Established Learning & Development Department in these units
- ◆ Inaugurated by Corporate Head Mr. Prashant Khullar
- ◆ All the Process of Learning & Development being implemented in just 6 months.

Accomplishments

- ◆ Youngest Trainer in entire Taj hotels
- ◆ Benchmarked in Mystery Audit scores in India conducted by Shawman obtained 90% score for Taj Garden Retreat, Madurai (Feb'08)

Inaugural Function of Learning Centre

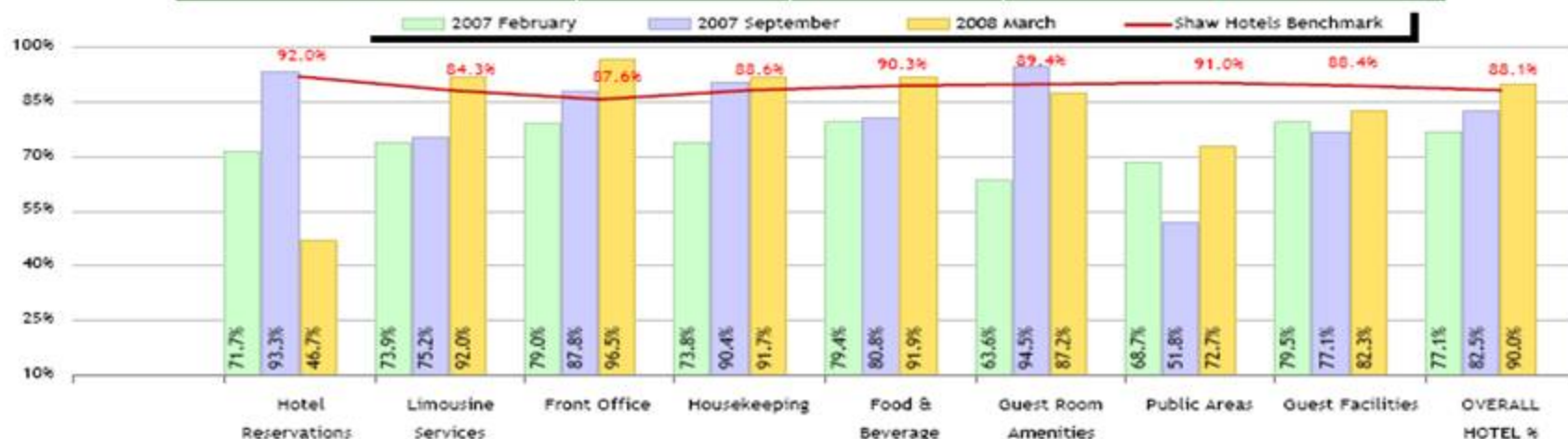


Learning & Development, Madurai &
Thekkady

Mystery Audit score – 90% Best in India

TAJ GARDEN RETREAT MADURAI

	2007 February	2007 September	2008 March	Shaw Hotels Benchmarking-India
Hotel Reservations	71.7%	93.3%	46.7%	92.0%
Limousine Services	73.9%	75.2%	92.0%	84.3%
Front Office	79.0%	87.8%	96.5%	87.6%
Housekeeping	73.8%	90.4%	91.7%	88.6%
Food & Beverage	79.4%	80.8%	91.9%	90.3%
Guest Room Amenities	63.6%	94.5%	87.2%	89.4%
Public Areas	68.7%	51.8%	72.7%	91.0%
Guest Facilities	79.5%	77.1%	82.3%	88.4%
OVERALL HOTEL %	77.1%	82.5%	90.0%	88.1%



Shaw Hotels Benchmarking - India

Interview Conducted in Various colleges



Praveen's - Personal Projection

Interview Conducted in Various colleges



Sessions in Various colleges & Companies



Praveen's - Personal Projection

Sessions in Various colleges & Companies

ELC Outbound-2008
April 9,2008



HoneyWell Technology Solutions Lab

Honeywell

Process done in both units

- ◆ Orientation
- ◆ P & S
- ◆ CTDT
- ◆ Mandatory Training
- ◆ CET
- ◆ Quantifying Competencies
- ◆ BSC

ORIENTATION

- ◆ All New Hires
- ◆ 5 Day session
- ◆ 4 day class Room session
- ◆ 5th Day City Tour
- ◆ Induction test on last day
- ◆ 3 Day induction in all departments
- ◆ 10 Day induction in parent department

Buddy System

- ◆ New Joined will be attached to a buddy (old staff) for a period of three months to train the new comer.
- ◆ It will be assessed by the Learning & Development

P & S MANUAL TRAINING

- ◆ Updated according to the changes done
- ◆ Updating done by L & D and HOD
- ◆ All staff will undergo this session
- ◆ These manuals will ensure adherence to brand standards

CTDT

- ◆ This will be conducted regionally with participants across the unit
- ◆ The participant required to conduct the 32 hours of training session before being eligible for certification
- ◆ 60 –90 minutes session is done in front of GM and L & D for certification

MANDATORY TRAINING

- ◆ Spirit of Hospitality
- ◆ Fire Fighting Program
- ◆ First Aid
- ◆ Vocational Modules
- ◆ Service Excellence

Spirit of Hospitality

- ◆ All the employees in the unit has to attend this training session
- ◆ Duration : 5 hours
- ◆ Target : 100% coverage of all employees

Fire Fighting Program

- ◆ All the employees has to attend this session
- ◆ This session will be conducted by the fire officer
- ◆ Target : 100 % coverage of employees

Fire Fighting Session



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First Aid

- ◆ Conducted by the agency
- ◆ At least 10% of employees has to be certified every year
- ◆ Every shift there should be at least one certified first aider in maintenance, kitchen, F & B, Fitness center, Swimming pool, front office, house keeping, HR & security

First Aid session



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Vocational Modules

- ◆ All employees in the front line departments has to attend the session
- ◆ Duration : 3 days session



CET

- ◆ The list of employees has to be prepared & approved by the GM before 15th of march
- ◆ All the incoming employees will be monitored
- ◆ Objective of the CET has to be met at the end of CET by the employees
- ◆ Presentation is done by the staff during Town hall meeting

Quantifying Competencies

- ◆ Competency Assessment done during August & February
- ◆ Will be based upon P & S, vocational modules, SOH, Service Excellence
- ◆ Staff will be classified in three belts (Black/Green/Yellow)
- ◆ L & D manager of other unit does the practical assessment
- ◆ 70% in written is pass mark
- ◆ Practical above 90 % (Black belt)
- ◆ Between 80 to 89% (Green Belt)
- ◆ Above 75 % (pass mark & Yellow belt)

Quantifying Competencies



L2

Balance Score Card

- ◆ Target 100% of new hires to attend standard induction workshop
- ◆ Target 100% of staff trained in P & S
- ◆ Target 50% black belts in operational areas
- ◆ 100% coverage in Spirit of Hospitality
- ◆ 100% coverage in Vocational Modules

Balance Score Card

- ◆ L4
- ◆ New product Training
- ◆ 100% coverage in service excellence for front line staffs



Team Building

- ◆ Taj Garden Retreat, Madurai stand second in entire SBU as for as Team building numbers are concerned
- ◆ At least minimum of four team building conducted in a month

Team Building activities



I.E.T

- ◆ Industrial Exposure Trainees are given training for 5 to 6 month in the hotel
- ◆ Job rotation being done to help them learn about various departments
- ◆ Entire process of IET's are handled by the Learning & Development.

Taj Buzz

- ◆ It is Key IT initiative of Taj Hotels
- ◆ I am the process owner for up dating in both these units.
- ◆ Taj Garden Retreat, Madurai stands second in entire SBU
- ◆ It is used to share the current happenings in these units to other Taj hotels.

GSTS

- ◆ Guest Satisfaction Tracking system is again one of the key initiative by Taj
- ◆ Which is linked with CFS (Customer feedback system)
- ◆ Based on the scores obtained and comments received from the guest training being provided to the staff members to handle the customer in better way.

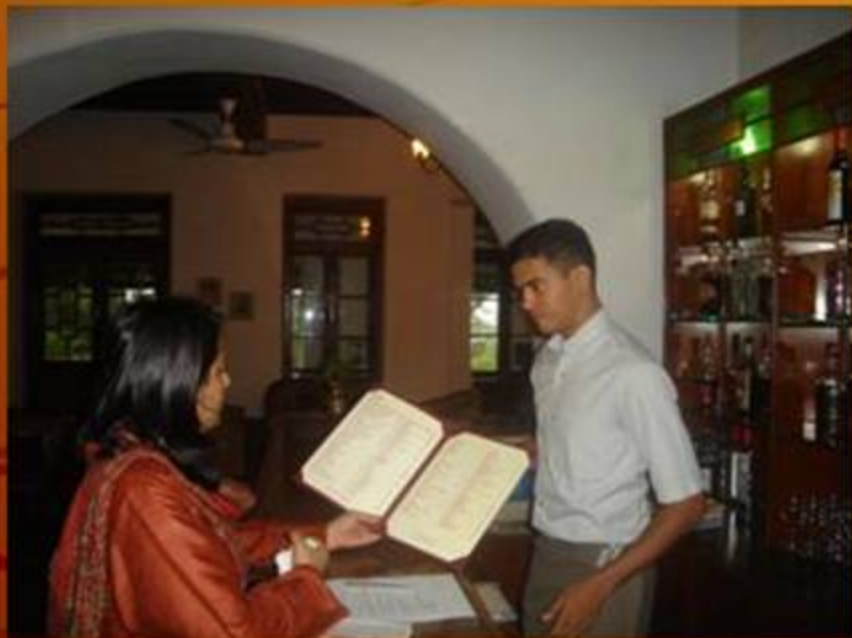
Standard Talk Lines

- ◆ Taj has Standard talk lines to be used by the staff to communicate with the guest
- ◆ Training based on these talk lines are provided by the Learning & development

On the Job - Training

- ◆ Learning & Development in-charges will assess the staff while in operations
- ◆ Based on the observation training will be provided on the job

On the Job Training



Community Initiative

- ◆ Taj now implemented community initiative to develop people from backward community by training them
- ◆ Learning & Development has taken this initiative into consideration and selected 5 boys from sivagangai community in the aim of providing training in the hotel and develop them. (In process)

L & D BUZZER

- ◆ Three months training calendar
- ◆ All the departmental monthly standards to be included other than the topics decided
- ◆ Each week review has to be done
- ◆ GSTS is taken the during the review accordingly topics are decided for the staffs
- ◆ Monthly managers meeting again review is done

BENEFITS

- ◆ Topics are decided based on the GSTS scores
- ◆ Since review done every week there is no chance of skipping from the calendar
- ◆ Topics decided has to be completed
- ◆ Apart from the calendar some topics can be added during the review done weekly which needs immediate attention as for as guest is concerned
- ◆ Reminder will be sent by the L & D so that CTDT's know what topic has to be taken in that week

Individual Initiatives to be implemented

- ◆ Separate software to have track on staff training
- ◆ P & S in video format
- ◆ Quarterly unit magazine
- ◆ Training in Basic French
- ◆ Desktop icon

Unique Training Passport Process



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Thekkady

FORMATS INTRODUCED

ON THE JOB TRAINING

1. Name of the Staff

2. Department

3. Outlet

4. Date

5. Time

Points Noted:

Training Given:



Signature of the Trainer

Signature of the Employee

FORMATS INTRODUCED

Mystery Call Audit Sheet

S.No	Date	Time	Extension/Dept	No.of.Rings	Initial Greetings	Name of the Staff	Background Noise	Language	Remarks
1									
2									
3									
4									
5									

Daily Brand Standards Audit Sheet

S.No	Date	Time	Department	Initial Greetings	Name of the Staff	Remarks
1						
2						
3						

Praveen's - Personal Projection

As a Training & Placement Co-ordinator Cenneys Institute Jun'05 – Jun'07

- ◆ Organized for various campus recruitments
- ◆ 100% student placement record for training as well as placements in both the year
- ◆ Conducted various theory & practical sessions in all the major subjects with 95% to 100% results in all the semester for the respective subject handled

As a Part Time Lecturer

- ◆ Conducted sessions in Basic French in Muthayammal College for hotel management & BBA students with 92% results in university semester exams
- ◆ Conducted Basic French session for all the student from various courses in Pee Gee Arts & Science college



Thank You