

STAFF TRAINING IN THE HOTEL INDUSTRY

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The world is changing rapidly in everyday life. In order to be able to catch up the paces, making the best use of the personnel's abilities became of tremendous significance in the businesses, therefore Human Resource Management needs to be carefully considered and implemented. Staff training is an essential and indispensable part of Human Resource Management.

Staff training is the key task to help everyone in the company to be more united. An enterprise could hire experienced employees or train employees to be skilled. When the company trains their own staff, by providing and forming a harmonious atmosphere, accurate work specification and the passion of work, team spirit will be built between employees and management team within the process.

Trainings are held for different purposes, some are organized to help new employees to get to know the hotel, some are for improving employees' professional skills, therefore, the trainings can be divided by their contents:

- 1) apprentice training (to introduce hotel general information and basic skills needed at work to new workers);
- 2) certification training (after this kind of training, employee get professional certificate on practical or theoretical tests; it aims to improve employees' skills and motivates them they pass the tests);
- 3) simulation training (practical training which is held with the help of Human Resources Department, aiming to improve methods of working and increase work effectiveness by simulating the real workplace);
- 4) on-the-job training (this kind of training aims to train employees to learn the best way to do the work in the most quickly and effective way);
- 5) language training (hotel employees are required to be able to speak one or two foreign languages. English as an international language is compulsory to know. Another language is to be trained depending on the location of the hotel).

Conclusion Training could be enormously demanding and should be in depth; lack of training or poor training brings out high employee turnover and the delivery of substandard products and services. Staff training enhances the capabilities of employees and strengthens their competitive advantage. Effective training will improve the personal characters and professional abilities. Not only employees, management and organization would benefit from staff training, customers and guests benefit as well, because of the received quality products and services.

Literature:

1. <http://www.bighospitality.co.uk/Features/Training-for-consistency/Training-for-consistency-hotels>
2. <https://pdfs.semanticscholar.org/96b7/88930be30b0c64a105d012fe5520ff518d10.pdf>