

Hospitality Training

Works with nationally-owned implementing partners and three- and four-star hotels to provide skills development opportunities for women and men from disadvantaged backgrounds and hotel line staff in selected hospitality occupations. This is achieved by building the capacity of hotel supervisory staff to become effective in-company trainers.

Hospitality Training is one of the components of the Vocational Skills Development Program (VSDP). VSDP aims to promote to improved livelihood opportunities for women and men in targeted areas and occupations in Myanmar. The Program is financed by the Swiss Agency for Development and Cooperation (SDC).

OUR APPROACH

A team of qualified hospitality professionals are trained Master Instructors or lead trainers in Swiss Hospitality. In turn these qualified trainers will offer a six week hospitality instructor course for hotel supervisors and additional supervisory skills training where required.

These supervisors then are responsible for training small groups of hotel line staff as well as learners from disadvantaged backgrounds.

Once learners have graduated, the VSDP assists them to create linkages with potential employers in the hospitality sector. This support includes the organization of job fairs, establishment of social media platforms for networking and the use of a social media platform where graduates have access to job postings from employers in the hospitality sector.



OUR APPROACH

Master Instructors



Supervisory Skills Training In selected destinations



Timing = 48 hours

2 days / week x 4 hours x 6 weeks



Participants

2 supervisors from each department (Front Office, Food and Beverage Services, Food Production and Housekeeping)



Hospitality Instructor Course Training of Trainers (ToT) System



Preparatory Course Soft skills for learners



Timing = 60 hours

2 days / week x 5 hours x 6 weeks



Hospitality Courses



Trainers

Department heads and supervisors of partner hotels

Contents

80% on-the-job training
20% theory

Location

In partner hotels

Timing = 210 hours

5 days/week x
5/6 hours/day x 7 weeks

Incentives

For partner hotels:

advice from a hospitality expert, supervisors with skills to train new staff, possibility to recruit successful learners.

For participants:

travel allowance, high quality training materials, certificate by Swisscontact and MoHT, skills to find jobs in the hospitality sector, possibility to take a test by the National Skills Standard Authority (NSSA).

Participants



+



Hotel line staff

Learners

Occupations



Bell Service/
Receptionist

Waiting Staff

Commis

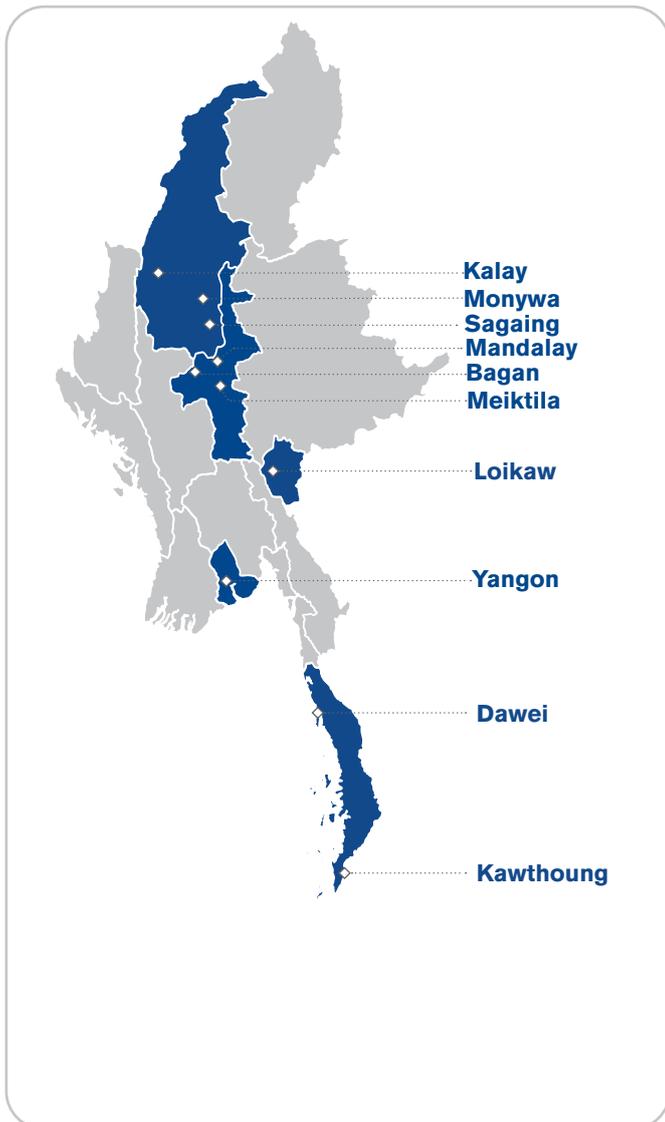
Room Attendant

WHY HOSPITALITY TRAINING?

Myanmar has growing interest from foreign and local investors in tourism sector, but the lack of skilled workers in hospitality sector still restricts the competitiveness of the industry. The Hospitality Training aims to facilitate an increase in skilled persons for the Myanmar's hospitality sector.

Applying a workplace-based training model, Hospitality Training serves the needs of employers, supervisory staffs, hotel line staffs and learners from disadvantaged backgrounds at the same time.

TARGET AREAS



RESULTS

132
partner hotels

3,700+
learners and line staff
reached out to

62%
employed/self-employed
within 6 months

52%
female beneficiaries
(disadvantaged learners)

43%
female (line staff)

TESTIMONIALS



“

If I didn't have a chance to attend the training, I think it would have been very difficult for me to find a good job.

”

Htet Htet Lwin
Room Attendant



TESTIMONIALS



The lessons we learned at the hospitality courses gave me the skills I needed to perform this job and my experience working part-time at banquets built my skills even further.



Kyaw Kyaw Moe

Food and Beverage

OUR PARTNERS

Government Ministry



Ministry of Hotels & Tourism
(MoHT)

Private Sector Organisations

130+
partner hotels

Implementing Partners



Financed by:



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

**Swiss Agency for Development
and Cooperation SDC**

Implemented by:



swisscontact

We create opportunities

Swisscontact
Swiss Foundation for Technical Cooperation

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For more information,
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