

# Who can participate in the training?

- Small Hotels
- Guesthouses
- Restaurants
- Local Tour Guides

*with a maximum of 10 employees*

This program will improve the skill of your staff in order to increase the competitiveness of your business.

For registration or further information about ToST, please contact:

- **PHRI Kotawaringin Barat**  
Jl. Domba No. 1, Pangkalan Bun, 74111  
Kalimantan Tengah, Indonesia  
Email: phrikobar@yahoo.com
- **Swisscontact WISATA Indonesia-Tanjung Putting**  
Jln. Bhayangkara Perumahan Pinang Merah Gang XI No. C-3 RT 07, Arut Selatan, Pangkalanbun Kotawaringin Barat 74112  
Phone. 0532-2031050 / 085886201790 (Ragil)  
081339314294 (Renni Widya)  
info@visittanjungputing.com



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Kotawaringin Barat 74112

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Tourism Development for Selected Destinations in Indonesia

With contribution from:



wonderful  
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# ToST

Tourism Skill Training



## Tourism Skill Training

### Program:

- ✓ Housekeeping
- ✓ Food & Beverage Service
- ✓ Good Kitchen Practice
- ✓ Receptionist
- ✓ Tour Guide

DON'T MISS OUT  
REGISTER NOW!!

## What is Tourism Skill Training (ToST)?

The Tourism Skill Training is aimed for employees working in small hotels, restaurants, guesthouses and other tourism services. This training is designed to improve their existing skills and to master the required national minimum quality standards of SKKNI. Your employees will have the opportunity to be taught in an interactive and supportive environment. They will be taught by local trainers who have been trained by our experienced national and international trainers.



## What's your benefit?

- ✓ Increase your knowledge about the industry
- ✓ Increase your knowledge on your employees' needs
- ✓ Increase your knowledge on your guests' needs
- ✓ Build and upgrade your employees' skills and qualifications
- ✓ Increase room occupancy and number of returning customers

## ToST PROGRAM

ToST covers 5 (five) different themes\*



### Housekeeping

(Duration: 1 day)

Intensive training of the necessary steps in housekeeping preparations together with practical instructions on how to properly clean and maintain guest bedrooms, bathrooms and public areas.



### Food & Beverage Service for Waiters & Waitresses

(Duration: 1 day)

Intensive training of the correct service procedures and preparations, maintenance of the restaurant, and guest satisfaction.



### Good Kitchen Practice

(Duration: 1 day)

Intensive training of kitchen practices such as: food hygiene and preparation, kitchen maintenance, menu development and how to understand the different needs of guests.



### Receptionist

(Duration: 1 day)

Intensive training of reception procedures and responsibilities including; administrative tasks, complaint handling, guest needs and hospitality language.



### Tour Guide

(Duration: 2 days)

Intensive practical training in tour preparation, organization and execution. Including understanding the guests' needs, problem solving and anticipating risks.

\*based on SKKNI

## What activities do the modules include?

### 1. Training workshops including:

- ✓ Group Activities
- ✓ Practical sessions
- ✓ Discussions
- ✓ Theoretical learning materials
- ✓ One/two day trainings per module

It is strongly encouraged that managers/owners attend the training workshops.



### 2. Training Materials

Upon completion of the training, all participants will receive:

- ✓ Participant Book
- ✓ Tips & Tools booklet

