Press Release

29 August 2015, Nay Pyi Taw, Myanmar

The Hotel Training Initiative:

The Graduation Ceremony and Job Fair for the Learners from the Second intake of Hospitality Course

The Swiss Government-funded Vocational Skills Development Program finished its second intake of Hospitality Courses with a Graduation Ceremony and Job Fair for the graduated Learners at Kempinski Hotel in Nay Pyi Taw on 29 August 2015. The 7-week hospitality courses were held from 13 July to 28 August at partner hotels in Yangon and Nay Pyi Taw. Over 300 Learners and line staff in Nay Pyi Taw and Yangon successfully completed the training and received completion certificates. His Excellency U Htay Aung, Union Minister for Ministry of Hotels and Tourism, Dr. Ignacio de las Cuevas, Head of Hotel Training Initiative, Swisscontact representatives, a wide range of officials concerned from tourism related businesses and general managers of hotels in Nay Pyi Taw attended the ceremony.

The Hotel Training Initiative, a component of the larger Vocational Skills Development Program, delivered the Hospitality Courses for 3 occupations in cooperation with 21 partner hotels in Yangon in Nay Pyi Taw. The training follows a cascading model: First, 18 Master Instructors in Swiss Hospitality were trained by Swiss Hospitality experts on both technical and training skills. These Master Instructors then passed on their knowledge and training techniques to 110 hotel supervisory staff in the following departments: Front Office, Housekeeping and Food & Beverage Services. These Hospitality Instructors then delivered the Hospitality Courses to the Learners and Line staff, under the close supervision of the Master Instructors.

The actual seven-week Hospitality Courses focus on developing the necessary skills to perform the occupations of bellboy, waiter and room attendant. The training is results-oriented and hands on, and a lot of emphasis is put on practice. The training environment combines classroom-based teaching with on-the-job training within the hotels. The Learners are included in the daily operations of the hotels and learn their skills with real customers and real situations. By the end of the training Learners are equipped with a wide range of skills that enable them to find attractive employment in the growing hospitality industry of Myanmar. Before engaging the hospitality courses, these Learners attended 5-days preparatory courses at training venues in the townships they come from. During the preparatory course, they attained soft skills such as time management, personal hygiene, occupational safety and health and basic knowledge of hospitality and tourism.

With the objective to build a bridge between the Learners and hospitality businesses, the Hotel Training Initiative invited 25 hotels and restaurants in Nay Pyi Taw to a Job Fair which was combined with the graduation ceremony. These Job fairs have been designed to help job seekers to find employment and at the same time give them an understanding of the current hospitality job market.
The Hotel Training Initiative (HTI) will organize a third intake of Hospitality Courses in Yangon and Nay Pyi Taw. The third intake will commence on 14 September and last until 30 October 2015, in which HTI plans to train an additional 400 Learners.

Myanmar has been experiencing shortages of skilled labour in various sectors and hospitality is one of them. The rapid growth in this industry brings both challenges and opportunities. While it creates ample job opportunities and can help Myanmar citizens to improve their livelihood, a shortage of skilled manpower has become an emerging issue. The Ministry of Hotels and Tourism has set policies and plans for the sustainable growth of the tourism sector and places Human Resource Development as one of the important priorities. The Program will facilitates results that address these needs with its Hospitality Courses.

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