

## Hospitality Training



Hospitality Training is one of the components of the Vocational Skills Development Program (VSDP), implemented by Swisscontact in Myanmar. The Program is funded by Swiss Agency for Development and Cooperation (SDC).

The objective of the VSDP's hospitality training is to facilitate an increase in skilled persons in the hospitality sector in Myanmar. It will train about 5,000 persons from disadvantaged backgrounds and 2,000 hotel line staff in selected hospitality occupations, in coordination with selected hotels in Yangon, Nay Pyi Taw, Bagan, Mandalay, Kyaikto, Dawei, Kawthoung and Myeik; as well as the relevant industry associations in the sector. The first phase of the VSDP started in September 2014 and lasted until April 2018, in which over 3,000 persons from disadvantaged backgrounds were trained. The second phase of the VSDP started in May 2018 and will last until April 2022.

### Component Highlights

In order to fulfil its objective, the VSDP has established a Training of Trainers (ToT) system. To begin, a team of qualified hospitality professionals are trained as Master Instructors in Swiss Hospitality for nearly one year. In 2019, these Master Instructors will be appointed to manage hospitality courses in three partner hotels each. These hotels are located in Nay Pyi Taw, Bagan and Mandalay, Kyaikto, Dawei, Kawthoung and Myeik. Within the premises of these hotels, the Master Instructors will train up to eight supervisors per hotel, two from each of the following four departments: Front Office, Food & Beverage Service, Food Production and Housekeeping. These supervisors will then be responsible for training small groups of hotel line staff as well as persons from disadvantaged backgrounds (called Learners) in four occupations: bell service/receptionist, waiting staff, commis (not in the emerging destinations) and room attendant. All training courses are provided free of charge for the participants. The Learners receive a daily allowance and high-quality training materials. Once Learners have graduated, the Master Instructors will assist them to create linkages with potential employers in the hospitality sector. Graduates who successfully complete the hospitality courses and continue working in the same occupation for more than 6 months are given an opportunity to have their skills certified by the National Skills Standard Authority.

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## Cascading Model

**Supervisory Skills Training Courses:** These courses target supervisory staff from selected hotels in Kyaikto, Dawei, Kawthoung and Myeik. In order to fully prepare supervisory staff to attend a Training of Trainers, they will receive a six-week long training on core supervisory skills, called the Supervisory Skills Training Course. After completing this course, they will be sufficiently equipped to fully participate in the Training of Trainers course, known as the Hospitality Instructors Course, which will prepare them to deliver training to small groups of hotel line staff and Learners.

**Hospitality Courses:** These courses are provided by the partner hotels' supervisory staff. The courses last seven weeks and focus on developing the necessary skills to perform three occupations; waiting staff, bell service and room attendant. The practical nature of these courses is best described as 'learning by doing' and 'on the job training'.

**Master Instructor Course:** This highly competitive course enabled qualified Myanmar hospitality professionals to become Master Instructors in Swiss Hospitality and took nearly one year to complete.

**Hospitality Instructor Courses:** These courses target supervisory staff from selected hotels in Kyaikto, Dawei, Kawthoung and Myeik. Once the supervisory staff have completed a six-week long Training of Trainers, they will be sufficiently equipped to train small groups of hotel line staff and learners.

**Preparatory Courses:** These courses are delivered by the Master Instructors over 5 days prior to the hospitality courses. This training takes place in the Learners' respective townships in order to equip them with appropriate life skills, such as personal hygiene, occupational health and safety, intercultural communication and basic concepts of hospitality and tourism.



## Our Master Instructors

A Senior Master Instructor and Master Instructors are the pillar of Hospitality Training. They are assigned to work in our selected locations, as shown in the diagram.



## Our Partners



The Program collaborates with 3 and 4 star partner hotels to implement the courses. The Component also works with local Non- Governmental Organisations, Civil Society Organisations, and Community-based Organisations for the mobilisation of Learners in selected townships. Hospitality training activities receive advice and support from the Ministry of Hotels and Tourism (MoHT), as well as key tourism-related associations under the Myanmar Tourism Federation (MTF).

In 2018, VSDP 2 has selected two training providers, namely the M Hospitality & Tourism Institute (MHTI) and the Myanmar Responsible Tourism Institute (MRTI) to deliver the cascading Hospitality Training model. MHTI is a young commercial training institute providing skills training to learners to enhance career pathway in the hospitality and tourism sectors. MRTI is non-government organization aiming to support responsible tourism development in Myanmar through knowledge sharing, training and research.

## Types of occupations

The Program offers training in three occupations that are demanded in the hospitality sector. These are:



Bell Service/Receptionist

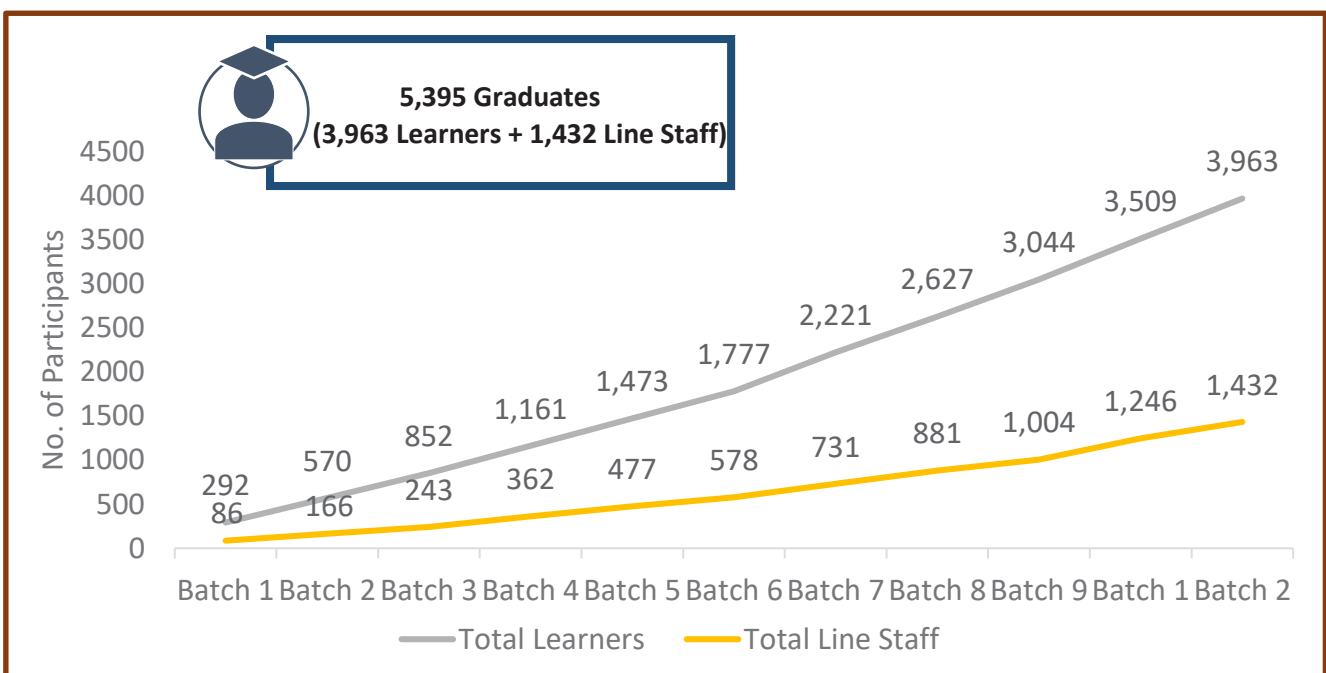


Room Attendant



Waiting Staff

## HT/VSDP results (up to Dec 2018)





## Key events in 2018



In 2018, a Graduation Ceremony and Job Fair was held in two different locations, on the 19<sup>th</sup> October in Bagan and 9<sup>th</sup> November in Yangon. Senior officials from the Ministry of Hotels and Tourism (MoHT), officials from State and Regional Governments, concerned officials from SDC, industry stakeholders, Swisscontact partner hotels, and other supporting hotels attended the events.



A Knowledge Sharing Workshop and Graduation Ceremony for the 2018 intake of Hospitality Instructors was held at the Maungmagan Beach Resort on the 1<sup>st</sup> of November. Over 50 Hospitality Instructors attended this workshop and shared their training and learning experiences.



The VSDP, in collaboration with Myanmar Responsible Tourism Institute (MRTI), Thant Myanmar, and the Global Sustainable Tourism Council (GSTC), organised the second Forum on Sustainability in Tourism and Hospitality in Yangon on 4-5 September 2018.

## Work Plan for 2019

Activity	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Supervisory Skills Training												
Hospitality Instructors Course												
3 <sup>rd</sup> Batch of Hospitality Course												
4 <sup>th</sup> Batch of Hospitality Course												

Before the Learners are sent to the partner hotels to attend the Hospitality Courses, they are trained in soft skills at their respective townships for five days, in what is called 'Preparatory Courses'.

## What our beneficiaries say about Hospitality Training Component...

*"We are very glad to be a partner of Swisscontact. They have helped our supervisors' skills to improve hotel operations, as well as to improve the skills of our line staff in their day to day activities. The certificate that they receive is beneficial in the development of their future careers, and helps to build the capacity of the Hospitality Industry."*

Daw Thuzar Khin, General Manager, Accord Hotel, Yangon.

*"I feel privileged to have participated in Swisscontact's Hospitality Instructor Course, which has helped to improve the trainings that I give to the other learners and line staff. The ToT course helped me gain a mature mindset, as well as improve upon various technical skills, such as teaching styles and presentation skills. I would like to suggest Swisscontact hold more Job Fairs especially for learners to help them get job opportunities."*

Hazel @ Chue Nge Nge Khaing, Duty Manager, Floral Breeze Hotel, Hpa-an.

*"I started this training course so that I could step up to the next level in my career as I enjoy working in the hospitality sector. Due to the increasing number of hotels in Myanmar, more job opportunities are waiting for us. I will now apply for the best positions that match my skills."*

Paing Thet Kyaw, Learner.

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