To Study the Importance of Staff Training and Development in the Front Office Through Collaborations

Asst.Prof .Vipula Sonkusare

Author email.Id: viprasoni84@gmail.com

TULI COLLEGE OF HOTEL MANAGEMENT,

NEAR KORADI OCTROI BOKHARA ROAD,

DIST. NAGPUR-441123.

Introduction

"Effective staff training and development in the front office is crucial for enhancing customer service, improving operational efficiency, and fostering a positive work environment. By incorporating collaborations, employees can learn from each other, share best practices, and collectively contribute to the success of the organization. "By fostering collaborations among front office staff, organizations can unlock a myriad of benefits. Firstly, it promotes a culture of continuous learning and improvement. Through collaborative training initiatives, employees have the opportunity to share their knowledge, skills, and best practices with one another. This not only enhances individual capabilities but also builds a collective knowledge base within the organization. Moreover, collaborations in staff training and development foster teamwork and synergy among front office employees. By working together, they can develop a deeper understanding of each other's roles, responsibilities, and challenges. This enables them to provide seamless and consistent service to customers, creating a positive and memorable experience.

Additionally, collaborative training initiatives encourage innovation and creativity. When employees from different areas of the front office come together, they bring diverse perspectives and ideas to the table. This cross-pollination of thoughts can lead to the development of innovative solutions, process improvements, and new service offerings. staff training and development in the front office through collaborations is crucial for enhancing customer service, improving operational efficiency, fostering a positive work environment, and driving overall organizational success. By investing in collaborative training initiatives, organizations can empower their front office staff to deliver exceptional service and create lasting customer relationships. Training and development in the front office of any organization is

a pivotal aspect that significantly influences its success. This introduction aims to shed light on the importance of staff training and development in the front office, particularly through collaborations. Collaborative training cultivates an environment of shared expertise, leading to enhance problem-solving abilities and increased innovation. Additionally, it promotes teamwork, communication, and a sense of collective responsibility, thereby augmenting the overall efficiency and effectiveness of the front office operations. It helps improve collaboration and enhances the overall guest experience. It ensures that the staff is equipped with the necessary skills and knowledge to provide excellent customer service. Plus, when the team works together effectively, it can have a positive impact on the hotel's reputation and the economy.

In the dynamic realm of hospitality, the front office serves as the gateway to guest experiences, embodying the organization's ethos and setting the tone for customer interactions. Staff training and development within the front office are paramount, not only for operational efficiency but also for fostering a culture of excellence and guest satisfaction. However, in today's competitive landscape, traditional approaches to training may fall short in preparing staff for the multifaceted challenges they encounter daily. Thus, a collaborative approach to training and development emerges as a strategic imperative, leveraging collective expertise and resources to cultivate a skilled and adaptable workforce. This introduction sets the stage for exploring the significance of staff training and development in the front office, emphasizing the transformative potential inherent in collaborative learning frameworks.

Training

Training are the sequence of learning programmed behavior. Training is an act of increasing the skills of an employee for doing a particular job.

Development

Development is the activity and programme, when recognized and controlled have substantial influence for changing the capacity of the individual to perform the assignment better and in going so all likely to increase the potential for future assignments. Thus, management development is a combination of various training programme, though some kind of training is necessary, it is the overall development of the competency of managerial personal in the light of the present requirement as well as the future requirement. Development is an activity designed to improve the performance of existing managers and to provide for a planned growth of managers to met future organizational requirements is management development. Importantly however, the most effects to develop people is quite different from conventional skills training, which let's face it many employees regard quite negatively, they will do it of

course, but they don't enjoy it much because it's about work, not about themselves as people. The most effects to develop people is instead to enable learning and personal development, with all that this implies. So, as soon as we have covered the basic work-related skills training that is much described in this section- focus on enabling learning and development for people as individuals - which extends the range of development way outside traditional work skills and knowledge, and creates far more exciting, liberating and motivational opportunities - for people and for employers. (S.Prasanth)

S.Prasanth, Training and development in hotel industry,

https://www.shanlaxjournals.in/pdf/MGT/V3N1/MGT_V3_N1_005.pdf

AIM: -

TO STUDY THE IMPORTANCE OF STAFF TRAINING AND DEVELOPMENT IN FRONT OFFICE THROUGH COLLABORATION.

OBJECTIVES: -

➢ To examine the challenges and barriers faced in implementing collaborative training programs

➢ To investigate the impact of collaborative training and development on employee motivation & programs

➢ To assess the impact of collaborative training programs on employee engagement & job satisfaction in the front office

Abstract

The purpose of this study is to explore the significance of staff training and development in the front office and its impact through collaborative approaches and to understand how effective training programs can enhance the skills and knowledge of the staff, improve teamwork and communication, and ultimately enhance the overall guest experience. It aims to explore the impact of collaborative training approaches on the performance and success of the front office in delivering exceptional customer service. To uncover the benefits of collaborative training methods in enhancing staff skills, improving teamwork, and ultimately delivering exceptional customer service. By examining the impact of collaborative training, we aim to identify effective

strategies that can contribute to the success of the front office and positively impact the overall guest experience.

Key words :teamwork ,training ,collaboration ,development ,motivation

REVIEW OF LITERATURE

Collaborative planning for training impact

Looking at the training profession of today, we see both good news and bad news. First, the good news. Survey data suggest that training continues to be a valued component in the modern management of human resources. Each year, the American Society of Training and Development.

It is valuable to consider whether training has used the tools of its professional practice to warrant inclusion in organizational decision making. These tools are training measurement (needs assessment and training evaluation), training design (and planning), and training delivery. Consider training measurement; needs assessment is often initiated after recognition of a performance problem. If the classic instructional design model is followed faithfully and evaluation data are collected post-training, then training evaluation tells us that what used to be a problem is no longer a problem. While this knowledge is useful and important, it does not address the more important issue whether meeting training needs was worth the investment by the organization by affecting the pursuit of business objectives. In the previous section, we reviewed models in I/O psychology that address how to evaluate training and how to embed training interventions within organizational systems. To improve training effectiveness at the organizational level, training professionals must link training outcomes to organizational and business outcomes in a way that involves organizational decision makers, improves organizational effectiveness, and achieves strategic goals. To become strategic business partner straining professionals, need to reconsider the relative emphasis given to measurement and planning

Authors: Kurt Kraiger, Dan Mclinden, Wendy J, November 2004, Human Resource Management

https://www.researchgate.net/publication/229767980_Collaborative_planning_for_training_impact

Training and development in hotel industry

So, this study is all about exploring the training needs of employees in the hotel industry and how effective training and development programs are. It's interesting to note that training focuses on

acquiring knowledge and skills for current job roles, while development looks more towards long-term professional goals. Training can be done by all staff, while development is usually overseen by supervisors or managers. During the development process, staff meet with their supervisors to discuss strengths, weaknesses, and ways to improve. Overall, this paper offers insights into the importance of training and development in the hotel industry.

S Prasanth, Shanlax International Journal of Management 3 (1), 27-34, 2015 Google scholar

https://www.shanlax.com/wp-content/uploads/SIJ_Management_V3_N1_005.pdf

A Study on the Significance of Training and Development in the Hospitality and Tourism Industry in India

This study focuses on training programs in the hospitality and tourism industry. It explores the training needs of employees in this industry and examines the effectiveness of training and development. It's interesting to note that training and development are closely related but have some differences. Training is about acquiring skills for the current job, while development looks at long-term professional goals. All employees, regardless of industry, can benefit from training and development. During the development process, employees meet with their supervisors to discuss strengths, weaknesses, and ways to improve. This study offers valuable insights into the importance of training and development in the hospitality and tourism industry

Dhanraj Kalgi, Archana Kale, Parag Punde

https://hmct.dypvp.edu.in/Documents/research-papers-publication/Resarch-publications/2022-23/22.pdf

Need for Management Development Program

Managers are basic pillars in the any organization. Without highly competent executive team members, no organization is expected to hold a place of having other valuable resource such as capital, technology and various other factors. It is the managers who planned organized, direct and control all the and activities in every organization. Recognized the importance of developing managerial skills and knowledge from time to them, most organisations this the speed lavishly on management development

programs. Thus, management development program important and they are necessary to development the managerial talent based on the following reasons

1. Executive development program is necessary based on changing trends and practices Dale Yoder strongly remarks without training, the executive laws their punch and drive and they die in the vine. Training and development are the only ways of overcoming the executive dropouts

2. Basic change in the style of management and the posture of managers of today give rise to the training and development of the traditional managers. For instance, the new manager is much more diagnostician-he is a bridge builder linking the theory with practice.

3. Manpower obsolescence turns out to be a costly game, as the present era of stifling competition, the survival and success of the firm is increasingly depending on the manpower and especially the managerial quality.

4. A major tool organization has for harnessing knowledge is "executive talent", Today's tool functionally- oriented executives is ill-equipped with the methods of handling the jobs.

5. Many managers exhibit fear for handling computers. The computers revolution in frightening for them and it needs no reiteration that they require development and training.

6. Apart from the technical skills, the managers are required to learn the techniques of dealing with people. In the present day hyper-industrialized society, the methods of dealing with human resource are radically different from the past

7. Development programs design for executives are not now even though most of them are of recent origin. Pg no: 62

(Chandramohan)   Dr. A. Chandramohan, Human resource management, Published by S.B. NANGIA

Staff training in hospitality industry

In modern hospitality business, it is all about competence in people, and especially the employees qualities. The level of service quality depends on the qualities of employees. The qualities are about knowledge, skills and thoughts which lead to a hospitality s survival and development. Therefore, staff training is essential in many ways, it increases productivity while employees are armed with professional knowledge, experienced skills and valid thoughts, staff training also motivates and inspires workers by providing employees all needed information in work as well as help them to recognize how important their jobs are. Training and development can be seen as a key instrument in the implementation of HRM practices and policies. Successful hotels always include staff training as their important development strategy

- Improve product knowledge through tasting or even blind tasting
- Use quiz games to test understanding, perhaps with a small prize
- Check out the local competition with trainees then
- use the training session to identify lessons to be learned Use trainees to demonstrate acquired skills to the group
- Provide work-based projects which require the trainee to seek out knowledge or information
- Provide relevant reading materials before or after the training session
- Consider the use of relevant training videos
- Set up employee/customer role plays replicating real-life scenarios

It is important that training is evaluated in order to determine whether the required standard has been achieved.

Consider how best to instigate a follow-up system after training to ensure that the lessons learned are put into practice with good effect. Pg no: 204, 205 (RIDGWAY)

Judy Ridgway and Brian Ridgway, The catering management handbook, Publisher: Judy Ridgway and Brian Ridgway

Training and development process

Catering managers have plenty to keep abreast with, such as new equipment on the market, the forms of goods available, types and prices of seasonal foods, tastes of customers, inflation, management accounting. newer techniques of assessment and appraisal and much more.

In each area of work there is a need to update knowledge of materials and techniques and apply them to suit the job situation. While information can be gathered in various ways, the need for training has to be identified in specific areas at work. This can only be done by a close look at every process in each area of activity to locate areas of inefficiency.

From the above example, it is evident that the manager needs training in the following skills

(a) The art of delegating work which others can do equally well, or perhaps better, if taught.

(b) The art of assessing the work of other people through developing and analyzing management information, e.g. through kitchen analysis sheets, food cost statements and sales volume figures, or even by actually patting at service times and observing staff at work, noting customers' reactions to their meals, judging by plate waste, and so on.

(c) Teaching staff to develop new recipes by giving them ideas, verbally or by demonstration, and helping them to develop in their jobs, thus raising their morale. The new recipes could then be sampled for quality characteristics.

(d) The staff could be given craft training in food preparation, especially in those dishes in which they lack expertise. This could be done on or off the job once the particular needs are established, e.g. training for bakery, Indian cooking, desserts and so on. Pg no: 350, 351
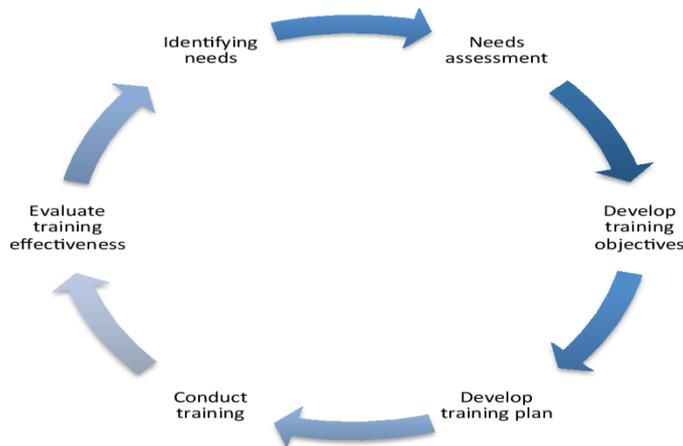
Effectiveness of staff training program cycle

Need of training and development management.

Need of management training.

1. Match Job Criteria with Employee Specifications: An employee may not fulfil the exact requirements of the job and the organization. He may be qualified enough when it comes to the respective degrees or experience, but the requirements of the organization may vary from the existing skills of the employees. Training is required to fill these wide gaps so that employees are able to perform their duties efficiently

2) Organizational Sustainability and Transformation Process: The very basic purpose of every organization is the long-term survival in the market. But organizational survival is influenced by various factors. The organization is required to adapt to the changes within the environment in which it is operating else its market share will decrease. The productivity of the organization can only be increased if the employees are capable enough to contribute to the innovative practices of the organization. It can only be done by the proper provision of training for the employees. Training helps in smooth functioning of organizational process and development. Organizational productivity can be enhanced by developing the effectiveness of the transformation process which is dependent on

improvement of the present level of competencies and knowledge of the employees, which can be achieved by sufficient training.

Need of Management Development:

The below motioned reasons highlight the need for:

1) There is an increased competition for the talented individuals who can facilitate the development, the management development; According to the demand, supply of these individuals is limited. The organisations are experiencing the requirement of these people. Better performance can be provided by these talented individuals for having improved organizational effectiveness.

2) There is a fast technological and social change in the society. It is important to manage the changes in the dynamic business environment in order to operate the technology appropriately and modification of the products and services can be done according to the requirement of the customers in any society.

3) The social and public responsibilities are recognized by the industrial and business leaders which require having a broader perspective from the management. For having a high public image, it is important to satisfy the social responsibilities.

4) The issues resulting from the increased size and difficulties of organization have to be effectively managed by the managers of the organization. The organization size is increasing and these are becoming more trivial as they enter in many markets with huge assortment of the products. Skilled managers will be required to manage this situation.

Dr. Rajesh W. Vaidya, Dr. Pramod L. Thakur and Dr. D. K. Meshram, Human resource management, Published by: Thakur publication Pvt. Ltd.

Purpose of training and development.

HRD takes a practical shape only in this subsystem. This main purpose of the training is to provide learning operations and resources for:

a) Improving performance and present job

b) Developing behavioral and managerial skills and

c) Functioning effectively as an individually

It is widely accepted problem-solving devise. It is important a continuous activity in many organizations. (BATTU) Pg no: 122

Dr. Naga Raju Battu, Human resource management, Published by: S.B. Nangia

Concepts of Training and Development.

Training is a process that attempts to improve employee performance on a currently held job by providing the employee with the knowledge and skills needed for their present job. It is designed to bring about changes in specific knowledge, skills, attitudes, or behaviour. An ideal training effort is one that meets the goals of the organizations well as those of the employees. Development to learning opportunities directed toward helping employees grow Generally, the term development is used to refer to new learning experiences provided to managerial employees, and hence, it is also called management development. The development opportunities are not limited to improving employee's performance on their current jobs, rather, development represents efforts to help an individual acquire capabilities beyond those required by the current job. Management development consists of all learning experiences provided by an organization to upgrade knowledge, change attitudes, or increase skills in order to improve current of future management performance Employees with appropriate capabilities enhance organizational competitive Dess and its change adaptability. At the same time, for the employees, development extends opportunities for career growth. Thus, development is future focused and benefits both the organization and the individual.

Taken together, T&D refers to a planned, continuous effort on the part of the organization to improve employee competency levels and firm performance. Training and development activities are designed to align employees of a firm with its corporate strategies. The two terms, "training" and "development' may be used interchangeably, but sometimes a distinction is made between the two. Table 6.1 highlights the main points of difference between training and development. Distinction is also made between 'general training' and 'specific training. Training that helps employees gain skills that can be used at most workplaces is called general training. Communication skills training is an example of general training. General training is equally useful in many firms. It raises worker's productivity at other employers by the same amount as at the employer that provides the

training. Workers can take their acquired transfer able skills to other employers. Pg no: 357, 358 (AGARWALA)

Tanuja Agarwala, Strategic Human Resource Management, Published by In India by: oxford university press
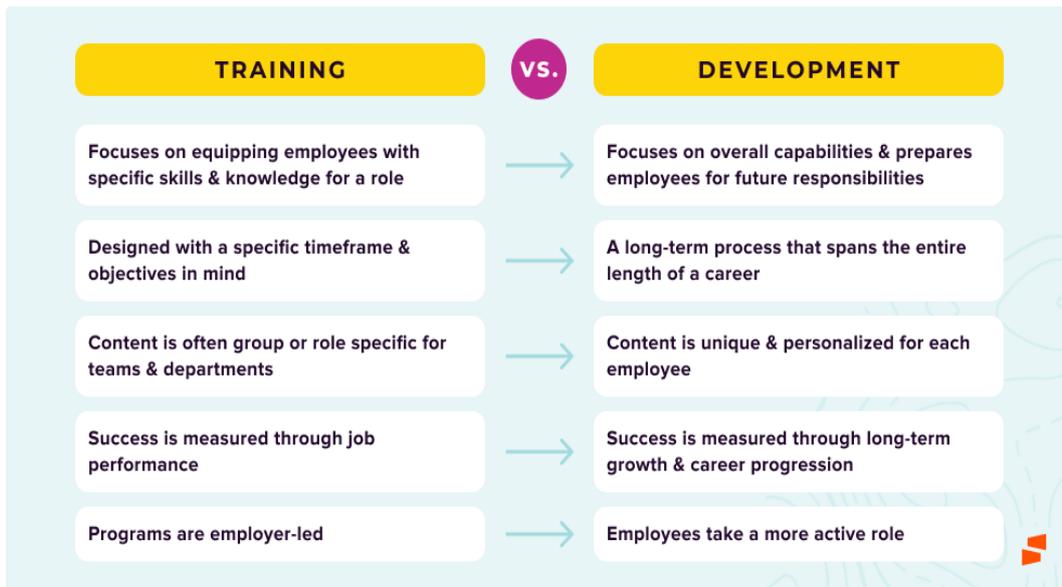
Making good staff and Productivity of Training.

Making good staff

The cost of employee turnover is great to both profit and quality. Retaining staff is not an isolated case of compensation, although that is precisely what a new competitor will use to lure them away from you. management recognizes achievement, shows an active interest in career growth gives responsibility that reflects expertise and provides a professional work environment. money alone will not be persuasive enough to lure away your staff members.

Recognition: The quickest way to get rid of the best staff member is to make him the employee of the year Nobody wants to admit it, but conventional employee recognition tactics do not work. Reward and recognition programmes like "employee of the month" used in most hotels are stale. Many employees react cynically to them because they sense an absence of sincerity and authenticity. Genuine recognition is a form of empathy.

If management really understands the difficulties of the work and expresses genuine appreciation consistently, good employees will respond. Employee recognition is also a daily practice as opposed to a monthly luncheon or an annual awards banquet. Whether a general manager works the floor when a restaurant is slammed, hands out fifty-dollar bills after a record-breaking month or gives a banquet houseman a day off with pay after a difficult convention, the message resonates that management cares. Demonstrations of gratitude, empathy and respect beat a wooden plaque every time.

Career: If an employee is performing at a level that is clearly different and better than the standard and management wants to retain that employee, it is management's responsibility to initiate discussions regarding the future with that person. Retaining great customers requires both understanding and fulfillment of their needs. So does retaining great employees. Demonstrating a sustained, proactive interest in the future success of a great employee is an unmatchable advantage over a potential new employer. Showing a sincere interest is often all that is necessary.

Responsibility: Successful people crave responsibility. Giving it to them, however, contradicts the need to control. The risks of mistakes and unexpected results are magnified if authority to make decisions is spread out. By limiting power to a select few, results are predictable. Pg no: 4,5

Sujit Kumar Dwivedi, Simran Kaur Julka, Principles of Hotel Management, Published by: Sangeeta Jain.

Training and development in modern times.

The new expansion in seriousness and the overall progress of those organizations that put a critical accentuation on staff improvement fundamentally affecting the comprehension public might interpret the benefit of preparation and improvement. Moreover, hierarchical administration has progressively become mindful that worker abilities and gifts are vital to progress, requiring critical and continuous interests in preparing and improvement because of mechanical advances and authoritative change. Furthermore, the authoritative administration has come to figure out the rising meaning of preparing, representative turn of events, and long-haul schooling thanks to HRM (human asset the board) standards like devotion to the association and the extension of quality development. Such thoughts require careful preparation and a more

grounded center around workforce improvement Vital methodologies are essential for the progress of the preparation and improvement in the association.

The Collaboration Process.

This study proposes a structured collaboration process providing procedural guidance to facilitate smooth collaboration among hotel management teams. Design science research (DSR) and action research methodologies were followed to develop and evaluate an effective process facilitation based on collaboration engineering (CE) for group-oriented solutions in the hospitality industry. We interviewed members of the hotel management teams who used our process for insights and feedback and conducted a second-round iteration to optimize the designed artifact. According to the research findings, the designed artifact was perceived as easy to follow. Hospitality groups that deployed the proposed process facilitation reported good collaboration performances. Interviewees listed several merits of our collaboration process, including structured collaboration guidance, strict time control, and idea generation encouragement. As one of the first studies to adopt DSR methodology in hotel management teams, this paper puts forth a valuable approach to collaboration engineering in the hospitality industry. (Shixuan Fu a b)

Author: Shixuan Fu, Xusen Cheng.

https://doi.org/10.1016/j.ijhm.2020.102527

Training in improving the employee's performance.

Employees considered as a bloodstream, most valuable assets, and fundamental source of competitive advantage in the organizations. Because organizations are credited to their employees, and their market value are dependent on their human capital, so the training is important to improve their ability to compete in the market and to achieve their goals in survival and growth. Training is necessary in order to

Historically, the training was an engine of efficiency and labor productivity. According to the second principle of scientific management, Taylor asserted "the selecting and training workmen on the scientific method rather than leaving them to train themselves". Generally, organizations increase their training investment to improve employee performance (Arghode and Wang, 2016) and in overall outcome it improves organizational performance. In many studies in many sectors, relationships between training and different criteria of performance were positive and strong that the training was the principal factor to

improve employee skills and experiences. In this context, we can find positive relationship between training and organizational performance

Naser A Aboyassin, MA Sultan

https://www.researchgate.net/profile/Naser-Aboyasin/publication/318539754_The_Role_of_Human_Resources_Training_in_Improving_the_Employee's_Performance_Applied_Study_in_the_Five_Stars_Hotels_in_Jordan/links/59914789aca2721d9b72e773/The-Role-of-Human-Resources-Training-in-Improving-the-Employees-Performance-Applied-Study-in-the-Five-Stars-Hotels-in-Jordan.pdf?_sg%5B0%5D=started_experiment_milestone&origin=journalDetail

The concept of Training.

Training is a process of positive modification with special ways that handles the person's behavior from the vocational or functional aspect. It is important to acquire experiences, knowledge, information, good approach to work, management, manner of behavior, suitable skills and necessary habits. Also, it is important to raise the efficiency of employees and raising the productivity. Organizations also take care of training, because it is an investment in human resources that raise the total productivity. Training is one of the activities that raise employees' skills and abilities. Training differs from education. Training concentrates on raising abilities and skills that related with particular work. Education represents a rising in knowledge and abilities that are not necessarily related with particular work.

Designing Effective Training

FIGURE 1.1   Training Design Process
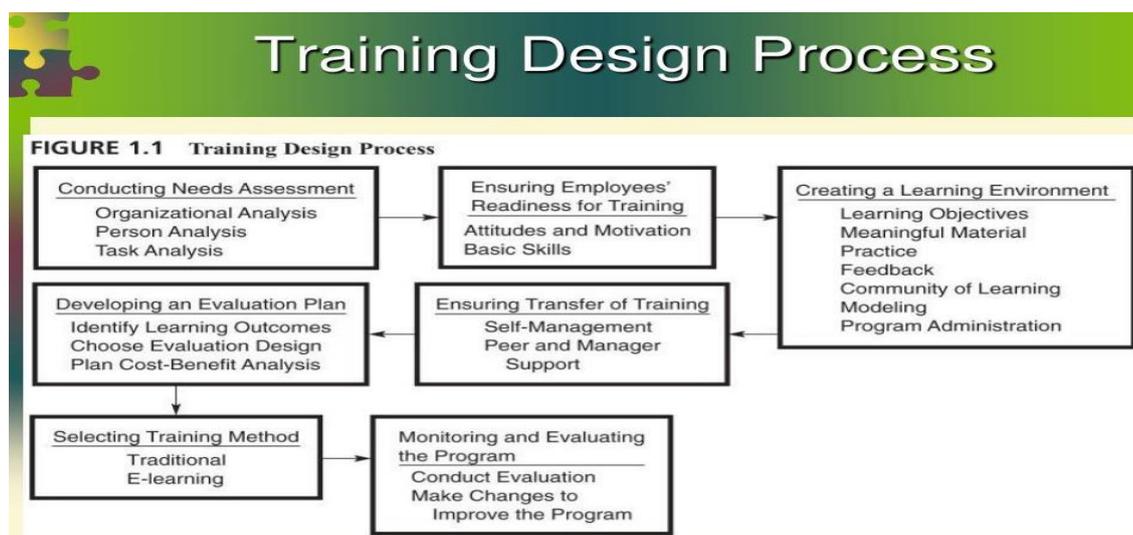
The training design process refers to a systematic approach for developing training programs. Figure presents the seven steps in this process.

Step 1 is to conduct a needs assessment, which is necessary to identify whether training is needed.

Step 2 is to ensure that employees have the motivation and basic skills necessary to master the training content.

Step 3 is to create a learning environment that has the features necessary for learning to occur.

Step 4 is to ensure that trainees apply the training content to their jobs. This step involves having the trainee understand how to manage skill improvement as well as getting co-worker and manager support.

Step 5 is to develop an evaluation plan. Developing an evaluation plan includes identifying what types of outcomes training is expected to influence (for example, learning, behavior, skills), choosing an evaluation design that allows you to determine the influence of training on these outcomes, and planning how to demonstrate how training affects the "bottom line" (that is, using a cost-benefit analysis to determine the monetary benefits resulting from training).

Step 6 is to choose the training method based on the learning objectives and learning environment. This step may include a traditional training method of face-to-face interaction with a trainer or e-learning using CD-ROM or Web-based training.

Step 7 is to evaluate the program and make changes in it or revisit any of the earlier steps in the process to improve the program so that learning, behavior, change, and the other learning objectives are obtained.

RESEARCH METHODOLOGY

Title of Research: To Study the importance of staff training and development in the front office through collaborations.

- ➤ **Selection of sample**

Questionnaires direct communicating with staff and discussion method are used purposive random sampling technique used for sample and samples taken from all the direction of the particular area

- ➤ **Sample unit**

Around 57 questionnaires were collected from staff to collect data purposive random technique for samples.

- ➤ **Sample size**

Sample unit is limited too 57

Data collection

In order to get the information about the study the researcher will collect the data from two main sources which are as follow:

- ➤ **Primary Data**

The Primary data consist of information collected through internet and magazines. The questionnaire consists of basic information about topic and survey done on it.

- ➤ **Secondary Data**

The Secondary data consist of individual information gathered by the researcher through text book, internet and magazines.

Analysis of data:

Data collected from the questionnaire is presented in the form of Pie chart and is presented in the result and discussion chapter.

RESULT AND DISCUSSION

Table1

A potential barrier to successful collaboration in training program.

SR NO	PARTICULAR	RESPONDENT	PERCENTAGE
1	Communication breakdown	15	26%
2	Resistance to change	13	23%
3	Lack of trust	7	12%
4	All of the above	21	37%
5	Effective time	1	2%
	Total	57	100

From the above table it has been observed that 37% believe to all of the above option which is communication breakdown, resistance to change and lack of trust among employee is a potential barrier to successful collaboration in training program, whereas 23% of people responds to resistance to change,.

Fig:1

DOI: 10.55041/IJSREM29347 |
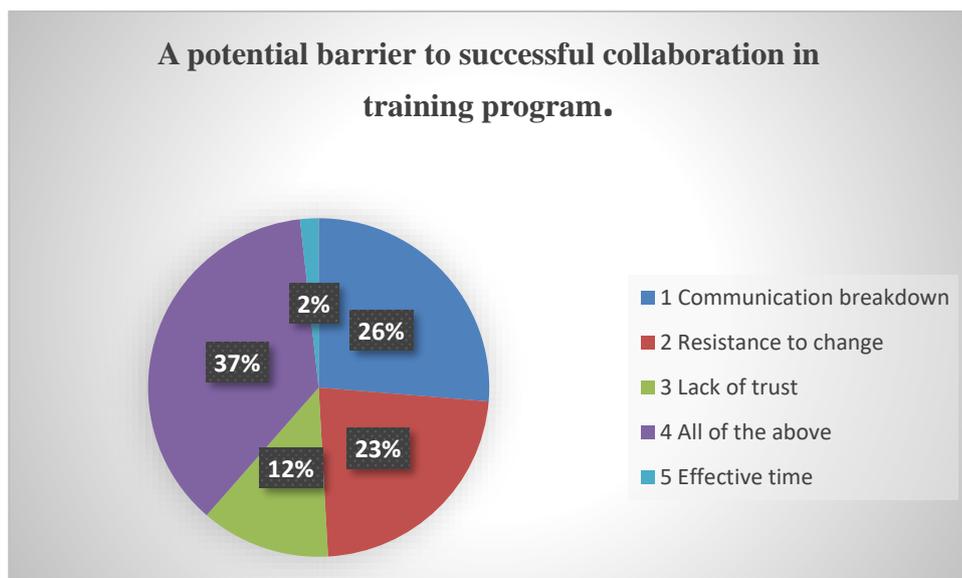
Table2

The communication in different department to implementing collaborating training programs.

SR NO	PARTICULAR	RESPONDENT	PERCENTAGE
1	Very effective	34	62%
2	Somewhat effective	8	14%
3	Neutral	10	18%
4	Not very effective	2	4%
5	Not effective at all	1	2%
	Total	55	100

From the above given table, it has been observed that 62% responded is the communication between different departments in hotel when it comes to implementing collaborating training programs is very effective, whereas 14% responded somewhat effective, 18% Neutral, 4% not very effective and 2% not effective at all.
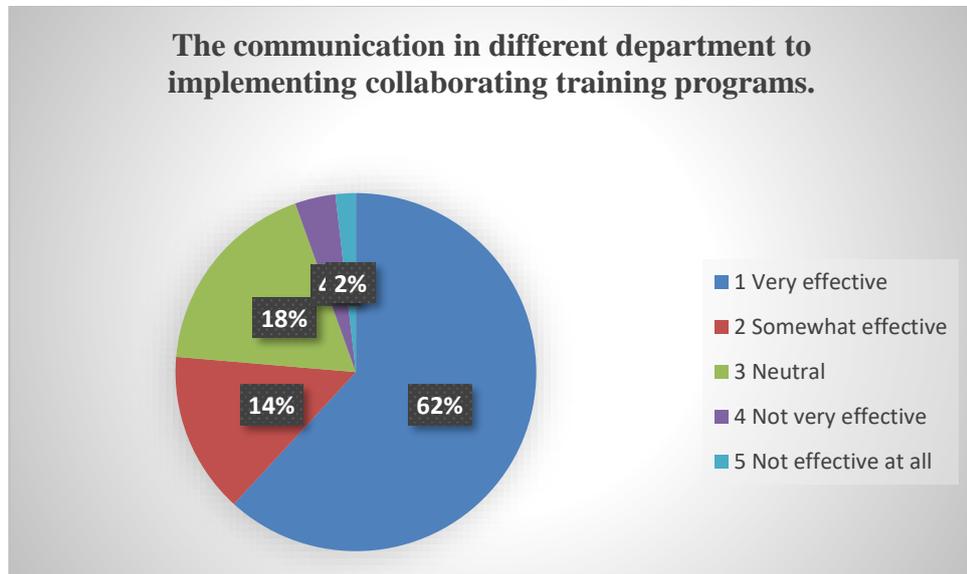
Fig: 2

Table 3

The biggest challenge faced in collaborating training program.

SR NO	PARTICULAR	RESPONDENT	PERCENTAGE
1	Lack of management support	25	44%
2	Limited financial resources	16	28%
3	Resistance from employee	15	26%
4	Other	1	2%
	Total	57	100

From the above given table, it is observed that 44% responded to lack of management support is the biggest challenged faced in implementing collaborating training programs, 16% responded to limited financial support, where as 15% responded to resistance from employee, 1% responded to other.
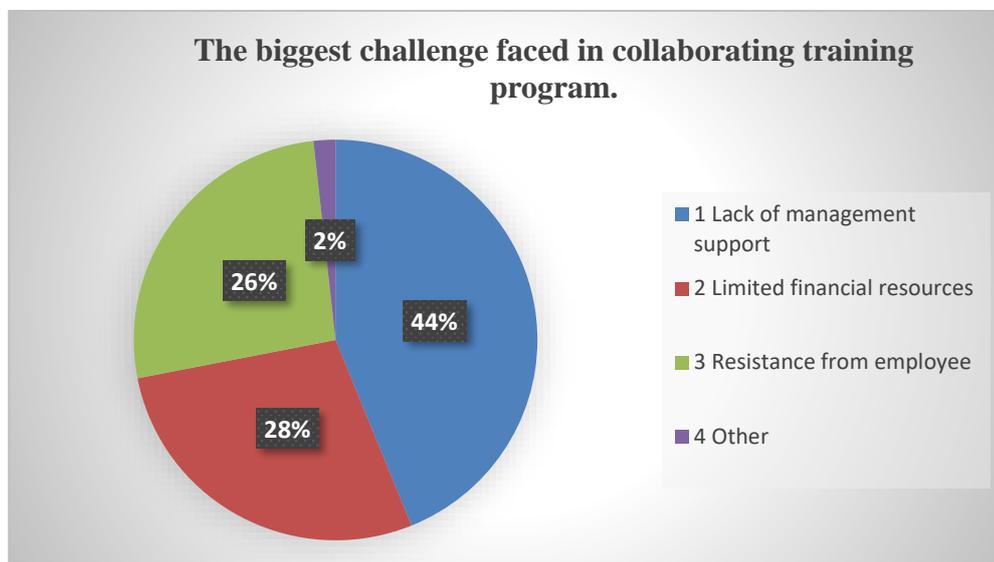
Fig: 3

Table 4

Technology infrastructure is a barrier to implementing collaborating training program.

SR NO	PARTICULAR	RESPONDENT	PERCENTAGE
1	Yes definitely	31	55%
2	To some extent	12	22%
3	Not sure	12	21%
4	Not really	1	2%
	Total	56	100

From the above given table, it is observed that 55% responded to yes, definitely the lack of proper technology infrastructure poses a barrier to implementing collaborating training program whereas to 12% responded to some extent, 12% responded to not sure and 1% responded to not really.
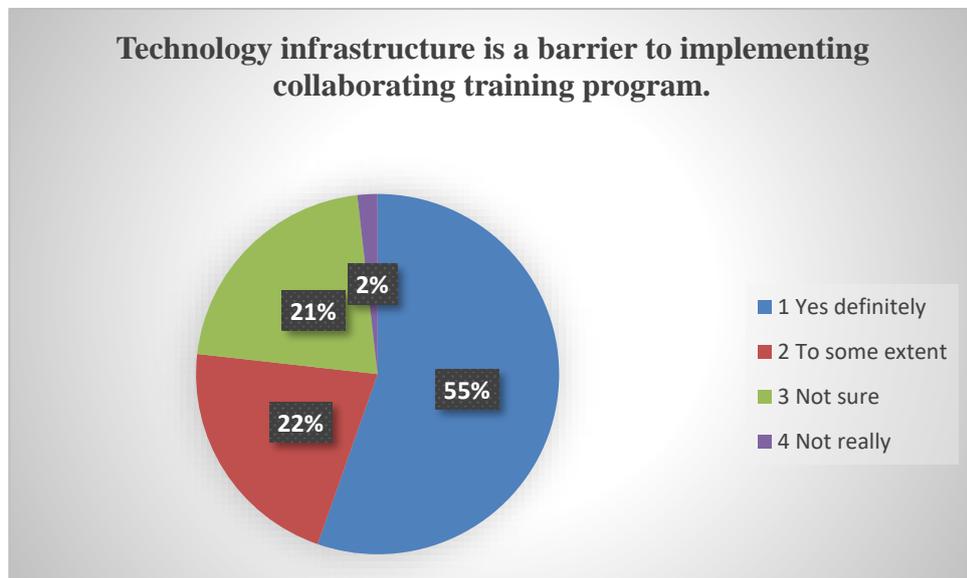
Fig:4

Table 5

Front office staff resistance could be a barrier in collaborating training.

SR NO	PARTICULAR	RESPONDENT	PERCENTAGE
1	Very likely	31	62%
2	Somewhat likely	9	14%
3	Neutral	14	18%
4	Not very likely	1	4%
5	Not at all likely	2	2%
	Total	57	100

From the above given table, it is observed that 62% responded to very likely it is that the resistance from front office staff towards collaborating training would be a barrier; whereas the 14% responded to somewhat likely, and 18% responded to neutral, 4% responded to not very likely and lastly 2% responded to not at all likely
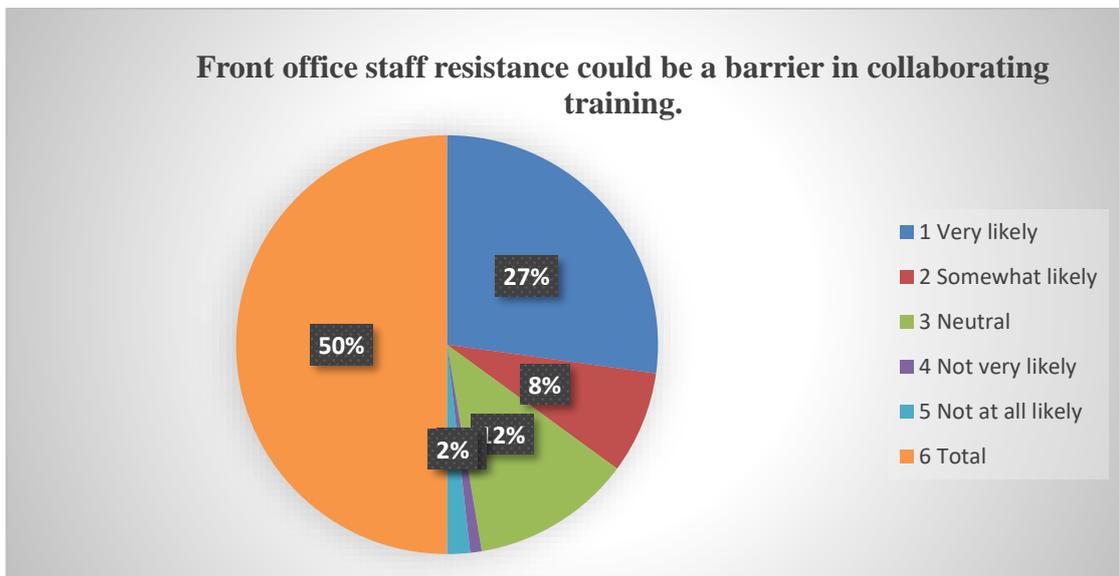
Fig: 5

SUMMARY AND CONCLUSION

Summary:

Front office staff training and development play a pivotal role in enhancing customer service, operational efficiency, and fostering a positive work environment within the hospitality industry. Traditional training methods often prove inadequate in preparing staff for the multifaceted challenges they face in the dynamic landscape of modern hospitality. Collaborative training initiatives promote a culture of continuous learning and improvement, enabling employees to share knowledge, skills, and best practices. This not only enhances individual capabilities but also builds a collective knowledge base within the organization. Additionally, collaboration fosters teamwork and synergy among front office employees, enabling them to provide seamless and consistent service to customers. Furthermore, collaborative training encourages innovation and creativity by bringing together diverse perspectives and ideas. From the survey around 37% people responds that communication breakdown, resistance to change, lack of trust and effective time is a potential barrier to successful collaboration in training program .Whereas 62% people responds that the communication in different department to implementing collaborating training programs is very effective. Where as 44% people responds that lack of management support is the biggest challenge faced in collaborating training program. Around 62% people responds very likely the Front office staff resistance could be a barrier in collaborating training. 56% people Says that very high Participation and employee engagement is in collaborating training programs ,56% people says that very likely the Lack of communication may hinder collaborating training. Survey says 54% people are likely in Collaborating training can boost employee satisfaction levels. According to survey 42% people are strongly agree to collaborative programs have a positive impact on employee motivation.

This cross-pollination of thoughts leads to the development of innovative solutions, process improvements, and new service offerings. Strategic alliances with industry stakeholders, educational institutions, and professional associations enrich training programs and keep organizations abreast of industry trends. collaborative training in the front office is crucial for enhancing customer service, improving operational efficiency, fostering a positive work environment, and driving overall organizational success in the hospitality industry.

Conclusion:

In this research the topic has been concluded that the training is important in hotel industry to boost the knowledge and interest of the staff, staff training and development in the hotel front office through collaboration is essential for fostering growth, enhancing skills, and ensuring exceptional service. It empowers employees, boosts morale, and ultimately contributes to the overall success of the hotel. Collaborative training programs play a pivotal role in equipping front office staff with the necessary skills, knowledge, and confidence to excel in their roles. By fostering a culture of learning and development, hotels can enhance employee engagement, job satisfaction, and overall performance. It also promotes teamwork, communication, and a sense of belonging among staff members. So, embracing collaborative training is a win-win for both the hotel and its employees.

SUGGESTIONS AND RECOMMENDATIONS

Suggestions:

1. Implement cross-training programs to expose staff to different roles and responsibilities, fostering a well-rounded skill set.

2. Organize regular team-building activities to promote collaboration, communication, and a sense of unity among front office staff.

3. Establish mentorship programs where experienced team members can guide and support new employees, enhancing their professional growth.

4. Conduct interactive workshops and seminars to keep staff updated on industry trends, new technologies, and best practices.

5. Encourage open communication channels, such as regular staff meetings or suggestion boxes, to gather feedback and ideas for improvement.

Recommendations:

1. Encourage cross-departmental training to foster a holistic understanding of hotel operations.

2. Implement role-playing exercises to enhance communication and problem-solving skills.

3. Provide ongoing professional development opportunities, such as workshops and certifications.

4. Foster a culture of continuous learning by promoting knowledge sharing among staff members.

5. Establish mentorship programs to facilitate the transfer of expertise and promote career growth.

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