



# Training Program (7 Weeks) for Small Hotel and Lodge Assistant

## Week 1: Introduction to Hospitality Industry and Customer Service

### Sunday: Orientation and Course Introduction

#### Morning Session:

- Welcome and Introduction to the Course
- Overview of the Week's Topics
- Ice-breaking Activities.

#### Afternoon Session:

- Importance of the Hospitality Industry
- Career Opportunities in Hospitality
- Q&A and Discussion

### Monday: The Hospitality Industry Landscape

#### Morning Session:

- Key Sectors in Hospitality
- Types of Accommodations (Hotels, Lodges, etc.)
- Industry Trends and Innovations

#### Afternoon Session:

- Guest Speaker from the Hospitality Industry
- Group Discussion on Industry Insights
- Case Studies on Successful Hospitality Businesses

### Tuesday: Customer Service Fundamentals

#### Morning Session:

- Understanding Customer Service in Hospitality
- Principles of Excellent Customer Service
- Role of Customer Satisfaction

#### Afternoon Session:

- Customer Service Standards and Expectations
- Customer Service Policies and Procedures
- Practical Exercises on Customer Service Scenarios

### Wednesday: Communication Skills in Hospitality

#### Morning Session:

- Importance of Effective Communication
- Verbal and Non-Verbal Communication
- Listening Skills in Customer Service

#### Afternoon Session:

- Written Communication in Hospitality
- Role-Playing Exercises on Communication
- Feedback and Improvement Strategies

## **Thursday: Handling Guest Inquiries and Complaints**

### Morning Session:

- Effective Handling of Guest Inquiries
- Creating a Positive First Impression
- Dealing with Common Guest Questions

### Afternoon Session:

- Understanding Guest Complaints
- Complaint Resolution Strategies
- Simulated Scenarios and Role-Playing

## **Friday: Review and Assessment**

### Morning Session:

- Recap of Week 1 Topics
- Group Discussions on Key Learnings
- Preparing for Assessment

### Afternoon Session:

- Assessment on Week 1 Content
- Individual and Group Presentations
- Feedback and Next Step

## **Week 2: Front Desk Operations**

### **Sunday: Overview and Introduction to Front Desk Operations**

#### Morning Session:

- Welcome and Recap of Week 1
- Introduction to Front Desk Operations
- Key Responsibilities of Front Desk Staff

#### Afternoon Session:

- Role-Playing Scenarios at the Front Desk
- Understanding the Importance of First Impressions
- Overview of the Week's Topics

### **Monday: Reservation Procedures**

#### Morning Session:

- Importance of Reservations in Hospitality
- Types of Reservations
- Reservation Policies and Procedures

#### Afternoon Session:

- Practical Exercise: Making Reservations
- Handling Reservation Changes and Cancellations
- Best Practices for Reservation Records

### **Tuesday: Check-in and Check-out Processes**

#### Morning Session:

- Welcoming Guests during Check-in
- Verification and Documentation Procedures
- Room Allocation and Upgrades

#### Afternoon Session:

- Smooth Check-out Processes
- Handling Payments and Invoices

- Addressing Guest Concerns during Check-out

### **Wednesday: Managing Room Assignments**

#### Morning Session:

- Efficient Room Allocation Strategies
- Handling Special Requests
- Coordinating with Housekeeping

#### Afternoon Session:

- Room Inventory Management
- Real-life Scenarios and Problem-Solving
- Group Discussions on Room Assignment Challenges

### **Thursday: Handling Payments and Invoices**

#### Morning Session:

- Overview of Payment Methods
- Invoicing Procedures
- Billing Discrepancies and Solutions

#### Afternoon Session:

- Practical Exercise: Processing Payments
- Systems for Payment Recording
- Group Discussion on Payment Challenges

### **Friday: Review and Assessment**

#### Morning Session:

- Recap of Week 2 Topics
- Group Discussions on Key Learnings
- Preparing for Assessment

#### Afternoon Session:

- Assessment on Week 2 Content
- Individual and Group Presentations
- Feedback and Next Step

## **Week 3: Housekeeping and Room Maintenance**

### **Sunday: Introduction to Housekeeping and Room Maintenance**

#### Morning Session:

- Welcome and Recap of Previous Weeks
- Importance of Housekeeping in Hospitality
- Overview of Week 3 Topics

#### Afternoon Session:

- Key Responsibilities of Housekeeping Staff
- Relationship Between Front Desk and Housekeeping
- Setting Expectations for Cleanliness Standards

### **Monday: Cleaning Standards and Procedures**

#### Morning Session:

- Establishing Cleaning Standards
- Cleaning Procedures for Different Areas
- Use of Cleaning Equipment and Supplies

#### Afternoon Session:

- Practical Demonstration: Cleaning Techniques

- Quality Control in Housekeeping
- Handling Special Cleaning Situations

## **Tuesday: Laundry Management**

### Morning Session:

- Importance of Efficient Laundry Operations
- Sorting, Washing, and Folding Procedures
- Linen and Towel Inventory Management

### Afternoon Session:

- Demonstration of Laundry Equipment
- Best Practices for Stain Removal
- Group Discussion on Laundry Challenges

## **Wednesday: Room Maintenance Basics**

### Morning Session:

- Overview of Room Maintenance
- Identifying and Reporting Maintenance Issues
- Preventive Maintenance Measures

### Afternoon Session:

- Hands-on Training: Basic Room Repairs
- Communication with Maintenance Department
- Group Exercise on Problem-Solving in Room Maintenance

## **Thursday: Inventory Control for Housekeeping**

### Morning Session:

- Managing Housekeeping Supplies
- Stock Replenishment Procedures
- Inventory Tracking Systems

### Afternoon Session:

- Group Activity: Inventory Management Simulation
- Technology Solutions for Inventory Control
- Review and Discussion on Inventory Best Practices

## **Friday: Practical Exercises and Application**

### Morning Session:

- Review of Week 3 Topics
- Practical Exercises: Cleaning and Maintenance Tasks
- Q&A and Group Discussions

### Afternoon Session:

- Final Assessment on Week 3 Content
- Individual and Group Presentations
- Feedback and Next Steps

## **Week 4: Food and Beverage Service**

### **Sunday: Introduction to Food and Beverage Service**

#### Morning Session:

- Welcome and Recap of Previous Weeks
- Importance of Food and Beverage Service in Hospitality
- Overview of Week 4 Topics

#### Afternoon Session:

- Types of Food and Beverage Establishments
- Roles and Responsibilities of Service Staff
- Setting Customer Expectations in F&B Service

### **Monday: Restaurant Operations**

#### Morning Session:

- Layout and Design of a Restaurant
- Reservation Coordination with Front Desk
- Staff Roles in a Restaurant

#### Afternoon Session:

- Guest Flow Management
- Handling Peak Hours and Special Events
- Practical Exercise: Simulated Restaurant Operations

### **Tuesday: Basic Food Preparation and Presentation**

#### Morning Session:

- Understanding Kitchen Operations
- Basic Food Preparation Techniques
- Food Presentation and Plating

#### Afternoon Session:

- Importance of Menu Knowledge
- Tasting Session: Understanding Flavors
- Practical Exercise: Basic Food Preparation

### **Wednesday: Serving Techniques**

#### Morning Session:

- Styles of Food Service
- Proper Table Settings and Etiquette
- Handling Difficult Situations in Service

#### Afternoon Session:

- Teamwork in Service
- Wine and Beverage Service Basics
- Role-Playing Scenarios in Serving

### **Thursday: Handling Special Dietary Requests**

#### Morning Session:

- Recognizing Common Dietary Restrictions
- Customizing Meals for Special Diets
- Allergen Awareness and Safety

#### Afternoon Session:

- Communicating Special Dietary Requests to Kitchen
- Handling Guest Inquiries about Ingredients

- Group Discussion on Guest Satisfaction in Dietary Requests

### **Friday: Review and Practical Application**

#### Morning Session:

- Review of Week 4 Topics
- Practical Exercises: Food Service Scenarios
- Q&A and Group Discussions

#### Afternoon Session:

- Final Assessment on Week 4 Content
- Individual and Group Presentations
- Feedback and Next Steps

## **Week 5: Tour and Travel Management**

### **Sunday: Introduction to Tour and Travel Management**

#### Morning Session:

- Welcome and Recap of Previous Weeks
- Significance of Tour and Travel in Hospitality
- Overview of Week 5 Topics

#### Afternoon Session:

- Key Components of Tour and Travel Management
- Roles and Responsibilities in Tour Operations
- Understanding the Traveler's Experience

### **Monday: Booking Procedures**

#### Morning Session:

- Reservation Systems in Tour and Travel
- Booking Methods and Platforms
- Confirmations and Vouchers

#### Afternoon Session:

- Practical Exercise: Booking Simulation
- Communication with Tour Operators
- Group Discussion on Booking Challenges

### **Tuesday: Handling Travel Itineraries**

#### Morning Session:

- Creating Effective Travel Itineraries
- Incorporating Local Attractions and Events
- Time Management in Itinerary Planning

#### Afternoon Session:

- Customizing Itineraries for Different Clients
- Practical Exercise: Designing Sample Itineraries
- Feedback and Review of Itinerary Plans

### **Wednesday: Customer Relations in Tourism**

#### Morning Session:

- Importance of Customer Relations in Tourism
- Building Customer Loyalty
- Addressing Customer Concerns and Feedback

#### Afternoon Session:

- Managing Cultural Sensitivity
- Communication in Multilingual Environments
- Role-Playing Scenarios in Customer Relations

### **Thursday: Observational Visits to Tourism Areas**

#### Full-Day Session:

- Field Trip to Local Tourism Hotspots
- Guided Observations and Analysis
- Group Discussions on Field Observations

### **Friday: Review and Assessment**

#### Morning Session:

- Review of Week 5 Topics
- Group Discussions on Key Learnings
- Preparing for Assessment

#### Afternoon Session:

- Assessment on Week 5 Content
- Individual and Group Presentations
- Feedback and Next Steps

## **Week 6: Safety and Emergency Procedures**

### **Sunday: Introduction to Safety and Emergency Procedures**

#### Morning Session:

- Welcome and Recap of Previous Weeks
- Importance of Safety in Hospitality
- Overview of Week 6 Topics

#### Afternoon Session:

- Legal and Regulatory Requirements
- Role of Employees in Ensuring Safety
- Communication Plans for Emergencies

### **Monday: Fire Safety and Evacuation Plans**

#### Morning Session:

- Fire Prevention Measures
- Identifying Fire Hazards
- Fire Safety Equipment and Usage

#### Afternoon Session:

- Emergency Evacuation Procedures
- Fire Drills and Practice
- Group Discussion on Fire Safety Scenarios

### **Tuesday: First Aid Training**

#### Morning Session:

- Importance of First Aid in Hospitality
- Basic First Aid Techniques
- Common Medical Emergencies and Responses

#### Afternoon Session:

- Practical First Aid Exercises
- Creating First Aid Kits

- Certification in Basic First Aid

### **Wednesday: Dealing with Emergencies in a Hotel/Lodge Setting**

#### Morning Session:

- Types of Emergencies (Natural and Man-Made)
- Emergency Response Teams
- Crisis Communication Plans

#### Afternoon Session:

- Practical Scenarios: Role-Playing Emergencies
- Coordination with Local Authorities
- Post-Emergency Recovery Plans

### **Thursday: Security Measures**

#### Morning Session:

- Importance of Security in Hospitality
- Identifying Security Risks
- Security Personnel and Their Roles

#### Afternoon Session:

- Surveillance Systems and Access Control
- Guest Safety Measures
- Group Discussion on Security Protocols

### **Friday: Review and Practical Application**

#### Morning Session:

- Review of Week 6 Topics
- Practical Exercises: Emergency Response Drills
- Q&A and Group Discussions

#### Afternoon Session:

- Final Assessment on Week 6 Content
- Individual and Group Presentations
- Feedback and Next Steps

## **Week 7: Practical Training and Work Placement**

### **Sunday: Introduction to Practical Training and Work Placement**

#### Morning Session:

- Welcome and Recap of Previous Weeks
- Importance of Practical Experience in Hospitality
- Overview of Week 7 Topics and Objectives

#### Afternoon Session:

- Explanation of Work Placement Assignments
- Discussion on Individual Interests and Career Goals
- Introduction to Practical Training Guidelines

### **Monday: Hands-on Experience in Front Desk Operations**

#### Full-Day Session:

- Rotational Training at the Front Desk
- Shadowing Experienced Staff
- Hands-on Handling of Check-ins, Reservations, and Inquiries

## **Tuesday: Housekeeping and Room Maintenance Practical**

### Full-Day Session:

- Participation in Housekeeping Tasks
- Collaboration with Housekeeping Staff
- Identifying and Addressing Room Maintenance Issues

## **Wednesday: Practical Involvement in Food and Beverage Service**

### Full-Day Session:

- Assisting in Restaurant Operations
- Serving Customers and Handling Special Requests
- Engaging in Basic Food Preparation and Presentation

## **Thursday: On-site Tour and Travel Management Experience**

### Full-Day Session:

- Shadowing Tour Operators
- Assisting in Booking Procedures
- Participation in Handling Travel Itineraries

## **Friday: Safety and Emergency Procedures Simulation**

### Full-Day Session:

- Conducting Emergency Drills
- Simulated Scenarios in Handling Emergencies
- Review and Evaluation of Emergency Response

The detail manual will be given during the course.

Please contact us for further information regarding course and administration.