



Hotel Training Initiative



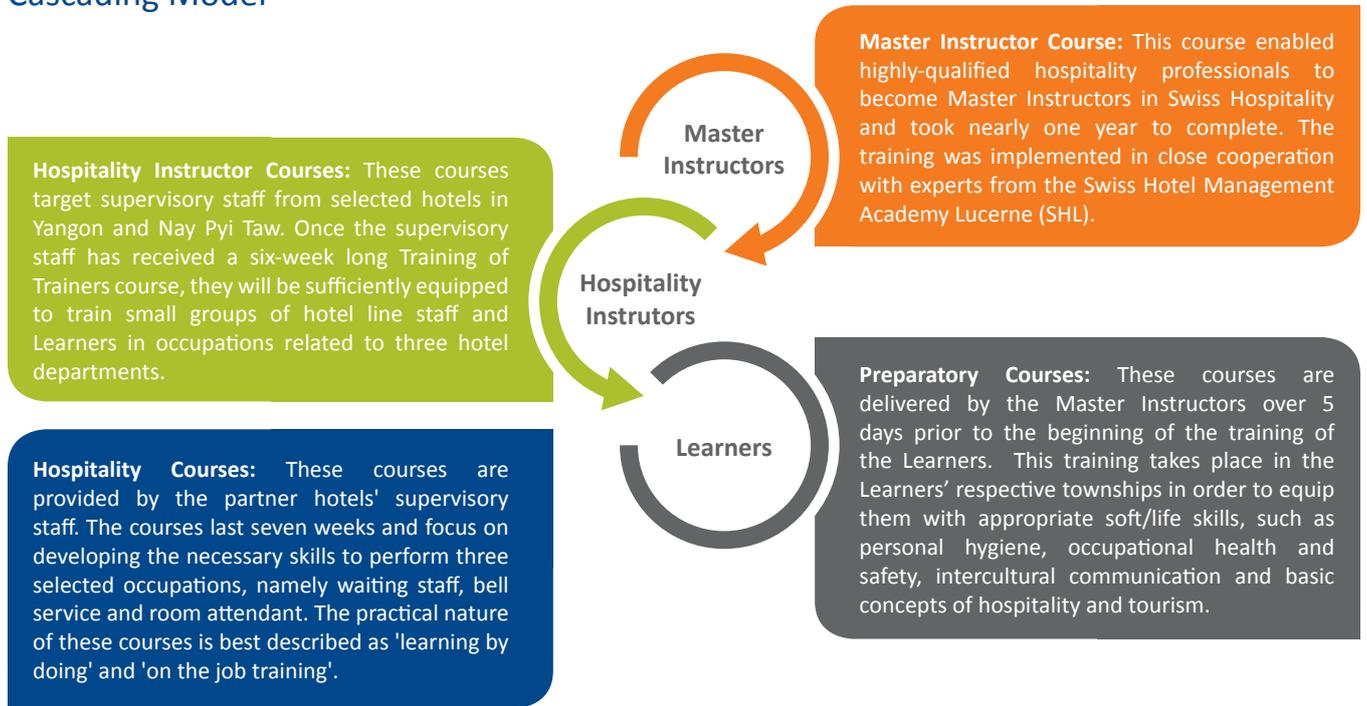
The Hotel Training Initiative (HTI Component) is one of the components of the Vocational Skills Development Program (VSDP) implemented by Swisscontact in Myanmar. The Program is funded by the Swiss Agency for Development and Cooperation (SDC).

The HTI Component's objective is to facilitate an increase in skilled persons in the Hospitality sector. It will train about 3,000 persons from disadvantaged backgrounds in selected hospitality occupations, coordinating with leading hotels in Yangon and Nay Pyi Taw, as well as with the relevant industry associations in the sector. The first main phase of the VSDP started in September 2014 and lasts until January 2018. The Ministry of Hotels and Tourism fully supports the HTI component and signed a Memorandum of Understanding with Swisscontact in February 2015 for its implementation.

Highlights of the HTI Component

In order to fulfil its objective, the HTI Component has established a Training of Trainers system. To begin, a team of highly qualified hospitality professionals were trained as Master Instructors in Swiss Hospitality for one year (Nov. 2014 to Nov. 2015). In 2016, these Master Instructors will be appointed to manage HTI training activities in two partner hotels each. These hotels are located in Yangon and Nay Pyi Taw and have been carefully selected according to their characteristics and needs. Within the premises of these hotels, the Master Instructors will train up to six supervisors per hotel, two from each of the following three departments: Front Office, Food & Beverage Service 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 three occupations: bell service, waiting staff and room attendant. The line staff and the Learners will have the possibility to be assessed by the National Skills Standards Authority (NSSA) so that their competencies can be certified. All the training courses provided are free of charge for the participants. The Learners receive a daily allowance and a tailor-made waistcoat (uniform), paid for by the HTI Component. Once Learners have graduated, the Master Instructors will help facilitate linkages between the Learners and potential employers in the hospitality sector.

Cascading Model



Our Partners

The HTI Component is collaborating 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 the following townships: Dala, Hlaingtharya, North Okkalapa, Insein in Yangon; and Tatkon and Lewe in Nay Pyi Taw. The HTI Component also receives advice and support from the Ministry of Hotels and Tourism (MoHT), as well as key tourism-related associations under the Myanmar Tourism Federation (MTF).

Types of occupations

The HTI Component offers training on three different occupations that are demanded in the hospitality business. These are:



Bell Service



Waiting Staff



Room Attendant

Our Master Instructors

17 Master Instructors in Swiss Hospitality completed the Master Instructors Course at the end of 2015. These Master Instructors delivered a Hospitality Instructors Course to 107 Hospitality Instructors from 21 Partner Hotels in Yangon and Nay Pyi Taw. In 2016, eleven Master Instructors will continue working with Swisscontact to implement the HTI Component's training model. All Master Instructors are Myanmar nationals, who had broad international exposure. They have expertise in one or more hotel departments as shown below.



Results Achieved in 2015

Overall, the HTI Component obtained very positive results during its first year of implementation. In addition to the certification of 17 Master Instructors in Swiss Hospitality, 107 hotel supervisor staff from 21 partner hotels (15 located in Yangon and 6 in Nay Pyi Taw) were trained and certified as Hospitality Instructors. As an incentive, the Hospitality Instructors were invited to attend a 'knowledge sharing workshop' from 2 to 4 October in Ngwesaung, where they also received their certificates.

In addition, the three batches of Hospitality Courses conducted (11 May to 26 June; 13 July to 28 August; 14 September to 30 October) yielded 1,095 Learners and line staff trained, as shown in the following table.

Location	Occupation	Total
Yangon	Bell Service	210
	Waiting Staff	245
	Room Attendant	270
Nay Pyi Taw	Bell Service	109
	Waiting Staff	137
	Room Attendant	124
Total		1,095

Key Events in 2015

26 June 2015	Graduation Ceremony of the First Batch of Hospitality Courses in Nay Pyi Taw organised by Ministry of Hotels and Tourism
27 June 2015	Graduation Ceremony and Job Fair for the First Batch of Hospitality Courses At Sule Shangri-La Hotel in Yangon
29 August 2015	Graduation Ceremony and Job Fair for the Second Batch of Hospitality Courses At Kempinski Hotel in Nay Pyi Taw
2 to 4 October 2015	Knowledge-sharing workshop and Graduation Ceremony of the Hospitality Instructors in Ngwesaung
10 October 2015	Graduation Ceremony for the Master Instructors in Swiss Hospitality at Kandawgyi Palace Hotel in Yangon

Work Plan for 2016

Activity	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Hospitality Instructors Course												
4 th Batch of Hospitality Courses												
5 th Batch of Hospitality Courses												
6 th Batch of Hospitality Courses												

Before the Learners were sent to the partner hotels to receive the Hospitality Courses, these are trained in soft skills at their respective townships for 5 days, in what is called 'Preparatory Courses'.



Learners enjoying group work during Preparatory Course



HTI Graduates applying Jobs during the Job Fair in Nay Pyi Taw

What our partners and Learners say about HTI...

"Indeed, the professional Master Instructors of Swisscontact have gone the extra mile when training my staff."

Henry, Hotel Manager, the Avenue 64 Hotel, Yangon

"If I didn't attend the training, I would be at home (doing housework). Because of the training provided by Swisscontact, I got a job and income which is very helpful/useful for me and my family."

Su Su Yee, Graduated Learner, Working in the Laundry Service at Sky Palace Hotel, Nay Pyi Taw

"The hospitality course that I attended was very useful for me. The experience and lessons I learnt from the Hospitality Course, specializing in Bellboy as an occupation, are identical to the skills I use in my current job in the Bell Department at Hotel 7 Mile."

Thet Zaw, Graduated Learner, Bellboy at Hotel 7 Mile, Yangon

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