



INTERNATIONAL  
HOTEL SCHOOL



## Training and Development for the Hospitality Industry



### - Duration -

10 weeks  
(5-10 hours per week).



### - Certification -

Graduates receive the IHS Short Course Certificate as well as an AHLEI award.

### Course Description

Students learn how to develop, conduct, and evaluate one-on-one and group training that will reduce turnover, improve job performance, and help the organisation attain its goals. They will discover why training is an important investment for any property, how to train various levels of employees, and how to implement effective instructional design techniques and processes.

### What does the programme cover

- The principles of adult learning and how they apply to training and development in the hospitality industry.
- Completing a cost-benefit analysis for a training programme.
- Identifying the training and development needs of a hospitality organisation.
- Factors affecting instructional design.
- Types of exercises and activities that can be incorporated into training sessions.
- Technology-based training.
- The criteria that training managers use to validate training activities.
- General orientation programmes, and the socialisation processes that continues after the initial orientation sessions.
- Explain the steps in the four-step training method and describe the training issues involved with each one.
- The importance of mentoring and its role in hospitality training.
- Professional continuing education resources
- Training styles and topics frequently used to train supervisors and managers.
- Outsourcing training and development.

#### IHS ONLINE CAMPUS

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