

## Hospitality Training

Works with nationally-owned implementing partners and three- and four-star hotels to provide skills development opportunities for women and men from disadvantaged backgrounds and hotel line staff in selected hospitality occupations. This is achieved by building the capacity of hotel supervisory staff to become effective in-company trainers.

Hospitality Training is one of the components of the Vocational Skills Development Program (VSDP). VSDP aims to promote to improved livelihood opportunities for women and men in targeted areas and occupations in Myanmar. The Program is financed by the Swiss Agency for Development and Cooperation (SDC).

### OUR APPROACH

A team of qualified hospitality professionals are trained Master Instructors or lead trainers in Swiss Hospitality. In turn these qualified trainers will offer a six week hospitality instructor course for hotel supervisors and additional supervisory skills training where required.

These supervisors then are responsible for training small groups of hotel line staff as well as learners from disadvantaged backgrounds.

Once learners have graduated, the VSDP assists them to create linkages with potential employers in the hospitality sector. This support includes the organization of job fairs, establishment of social media platforms for networking and the use of a social media platform where graduates have access to job postings from employers in the hospitality sector.



## OUR APPROACH

### Master Instructors



### Supervisory Skills Training In selected destinations



#### Timing = 48 hours

2 days / week x 4 hours x 6 weeks



#### Participants

2 supervisors from each department (Front Office, Food and Beverage Services, Food Production and Housekeeping)



### Hospitality Instructor Course Training of Trainers (ToT) System



### Preparatory Course Soft skills for learners



#### Timing = 60 hours

2 days / week x 5 hours x 6 weeks



### Hospitality Courses



#### Trainers

Department heads and supervisors of partner hotels

#### Contents

80% on-the-job training  
20% theory

#### Location

In partner hotels

#### Timing = 210 hours

5 days/week x  
5/6 hours/day x 7 weeks

#### Incentives

##### For partner hotels:

advice from a hospitality expert, supervisors with skills to train new staff, possibility to recruit successful learners.

##### For participants:

travel allowance, high quality training materials, certificate by Swisscontact and MoHT, skills to find jobs in the hospitality sector, possibility to take a test by the National Skills Standard Authority (NSSA).

#### Participants



+



Hotel line staff

Learners

#### Occupations



Bell Service/  
Receptionist

Waiting Staff

Commis

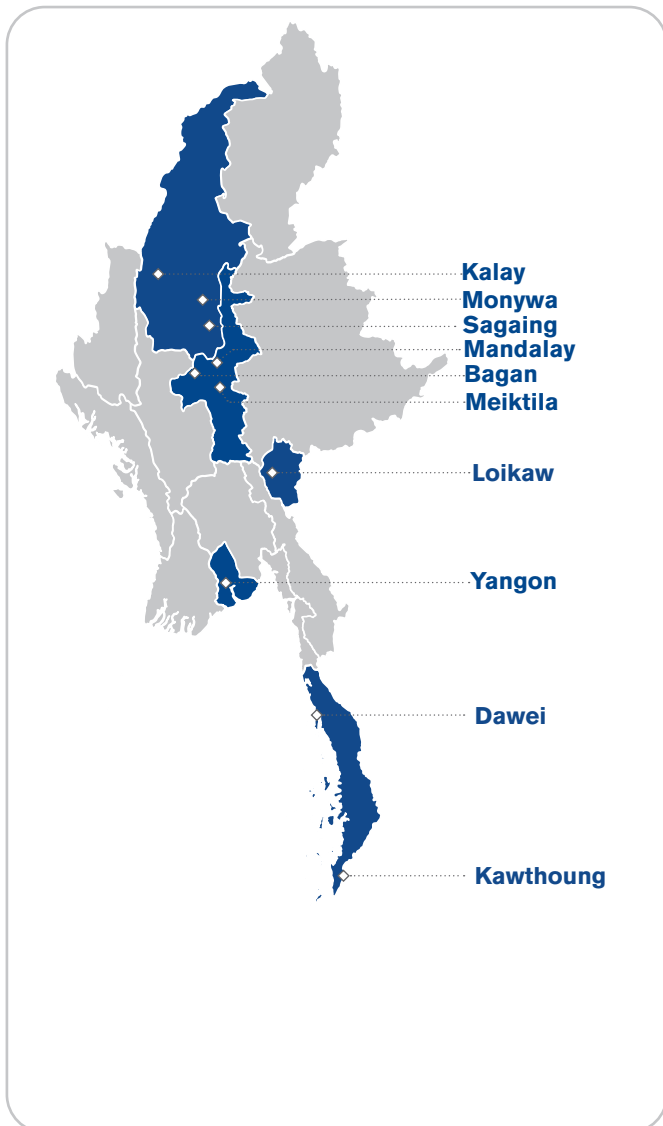
Room Attendant

## WHY HOSPITALITY TRAINING?

Myanmar has growing interest from foreign and local investors in tourism sector, but the lack of skilled workers in hospitality sector still restricts the competitiveness of the industry. The Hospitality Training aims to facilitate an increase in skilled persons for the Myanmar's hospitality sector.

Applying a workplace-based training model, Hospitality Training serves the needs of employers, supervisory staffs, hotel line staffs and learners from disadvantaged backgrounds at the same time.

## TARGET AREAS



## RESULTS

**132**  
partner hotels

**3,700+**  
learners and line staff  
reached out to

**62%**  
employed/self-employed  
within 6 months

**52%**  
female beneficiaries  
(disadvantaged learners)

**43%**  
female (line staff)

## TESTIMONIALS



“

*If I didn't have a chance to attend the training, I think it would have been very difficult for me to find a good job.*

”

**Htet Htet Lwin**  
Room Attendant



## TESTIMONIALS



*The lessons we learned at the hospitality courses gave me the skills I needed to perform this job and my experience working part-time at banquets built my skills even further.*



**Kyaw Kyaw Moe**

Food and Beverage

## OUR PARTNERS

### Government Ministry



Ministry of Hotels & Tourism  
(MoHT)

### Private Sector Organisations

**130+**  
**partner hotels**

### Implementing Partners



Financed by:



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

**Swiss Agency for Development  
and Cooperation SDC**

Implemented by:



**swisscontact**

# We create opportunities

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Swiss Foundation for Technical Cooperation

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For more information,  
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