

Cost Effective Training in Hotel Establishments

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Abstract

The hospitality industry, from which hotels are a main part, is service intensive and consequently relies heavily on its human resources. For a whole hotel to operate smoothly, it needs the involvement of staff of all departments: from the departments directly dealing with guests like Front Office, Housekeeping, Food and Beverages to back-office departments such as Accounting or Engineering. How their work is managed directly impacts the service, thus to the guests' satisfaction. Training is an essential and inseparable part of the human resources management, especially in this industry. Though an employee once recruited into a specific position is expected to best suit the job description, training acts as a strategic tool to implement the differentiation strategy by creating a team of high quality staff to provide an exceptional level of service and to meet the guests' expectations. Studies have shown that training has been linked to improved self-esteem, reduced turnover, better product and service consistency, higher guest satisfaction, reduced business costs, the use of new technology, greater ability to meet the needs of a target market, more qualified employees, increased self-awareness, improved attitude, more teamwork, greater job satisfaction and greater organizational commitment.

The purpose of this study is to explore the organizational commitment criteria of effective training in five-star hotels and identify the impact of effective training on skills of hotel staff, performance of the hotel staff, productivity of the hotel staff and cost reduction. The methodology undertaken in this study is quantitative in nature and with the use of questionnaires to collect the data from study sample. The study also reached a series of important results about impact of effective training on skills, performance, and productivity of hotel staff and also its impact on cost reduction. The study provides a set of recommendations for managers of hotel establishments and human resources management and employees about the importance of effective training and its impact in achieving positive results for hotel staff and increase productivity and customer satisfaction.

Key Words: training, effective training, staff performance, staff skills, staff productivity and cost reduction.