

## **HR CONCEPTS IN HOTEL INDUSTRY TOWARDS EMPLOYEE TRAINING AND DEVELOPMENT**

<sup>1</sup>S.M. Denis Amirtharaj, M.B.A., M.Phil., Ph.D (P) <sup>2</sup>S. Kalist raja cross, M.B.A., M.Phil., Ph.D (P) <sup>3</sup>Dr. Vanathi vembar,

<sup>1</sup>Asst. Professors, department of hotel & catering management, Sathyabama university, Chennai – 600119. [contact no: 9841007897] <sup>2</sup>Research guide:

Associate professor Cum Liaison Officer, Dde, Annamalai University Information Center, Vadapalani, Chennai.

### **ABSTRACT**

Hotel Industry is one of the fastest growing sectors of the economy of our Country. The hotel industry is varied enough for people to work in different areas of interest and still be employed within the hotel industry. This trend is not only in India, but also in world wide. The human resource department plays a major role in Hotel Industry in helping plan the system and in developing job description, job specification and performance standards. The human resource department is not involved in the actual writing of performance standards but play a diagnostic, training and monitoring role.

Training and development activities are designed by the Human Resource department in order to impart specific skills, abilities and knowledge to employees. Effective training is basic ingredient of success in the hotel industry. One of the main problems in hotel industry is that investment in training and development of employees is a reactive process for many companies. Frequently, training and development arises as the result of significant change in the operational environment or as a consequent of crisis such as staff turnover or major departmental problems. Training is then used to cope with the immediate difficulty.

Here the Human Resource responsibility is to identify the training need and then accordingly to design the suitable programme for the same. Training within a hotel provides the best opportunity to influence the attitude and performance of employees. The training programmes include is such as introduction, fire, food hygiene, control of substances hazardous to health, manual handling first-aid, technical skills, product knowledge, and the prime importance of customer service.