

**Module Title: Training and Development in the Hospitality Industry****Module Code: B2207****Level: BAIHTM – 4<sup>th</sup> Semester...Lesson Plan**

<b>S. No.</b>	<b>Unit</b>	<b>Topic/Activities</b>
1	Training and Development: Introduction	<ol style="list-style-type: none"><li>1. Training and Development of the Employees in the Hotel Industry</li><li>2. Why Training?</li><li>3. Constructive Approach in Teaching</li><li>4. The 5E's</li><li>5. Inquiry-Based Teaching</li><li>6. Types of Training</li><li>7. Model of a Learning Cycle for Sustainable Development Goal</li><li>8. Suggestions for Training</li></ol>
2	Need Assessment and Targeted Gap Analysis	<ol style="list-style-type: none"><li>1. Skills Gap</li><li>2. What is a Needs Assessment?</li><li>3. Needs Assessment in Hospitality</li><li>4. Targeted Gap Analysis</li><li>5. How to Conduct a Targeted Gap Analysis?</li></ol>
3	Training as Investment and Budget Allocation	<ol style="list-style-type: none"><li>1. Why Staff Training is an investment?</li><li>2. Examples of Training Programs</li><li>3. Allocating Budget</li><li>4. Methods for Calculating Learning and Development Budgets</li></ol>
4	Workforce Training and Development Cost Benefit Analysis	<ol style="list-style-type: none"><li>1. Cost-Benefit Analysis (CBA)</li><li>2. Steps</li><li>3. Key Considerations</li></ol>
5	Workforce Training and Development Return on Investment	<ol style="list-style-type: none"><li>1. The Return on Investment (ROI)</li><li>2. Calculation</li><li>3. Benefit</li></ol>
6	History and Principal of Instructional Design	<ol style="list-style-type: none"><li>1. History</li></ol>

		<ol style="list-style-type: none"> <li>2. Robert Gagne and the Nine Principles</li> <li>3. Transformation</li> </ol>
7	Steps, Tools, Material Selection Techniques for Instructional Design	<ol style="list-style-type: none"> <li>1. Steps</li> <li>2. Tool for Instructional Design</li> <li>3. Material Selection Technique Considerations in Hospitality</li> </ol>
8	Training with Technology	<ol style="list-style-type: none"> <li>1. How can technology improve your hospitality training?</li> <li>2. E-learning Platforms</li> <li>3. Examples of Technology in Hospitality Training</li> </ol>
9	Measurement and Evaluation for Informed Decision-Making in the Development	<ol style="list-style-type: none"> <li>1. Measurement and Evaluation for Informed Decision-Making in the Development</li> <li>2. Why Measure Training Effectiveness?</li> <li>3. How to Measure Training Effectiveness</li> <li>4. Learner Outcomes</li> </ol>
10	Kirkpatrick level of education	<ol style="list-style-type: none"> <li>1. The Kirkpatrick Model</li> </ol>
11	Training the trainer	<ol style="list-style-type: none"> <li>1. Why it's Important</li> <li>2. Key Skills for Hospitality Trainers</li> <li>3. How to Implement a TTT Program</li> </ol>
12	Orientation and Socialization in Training and Development	<ol style="list-style-type: none"> <li>1. Orientation</li> <li>2. Socialization</li> </ol>
13	Hourly Employee Training, Steps and Issues	<ol style="list-style-type: none"> <li>1. Hourly employee training</li> <li>2. Step</li> <li>3. Issues</li> </ol>
14	Mentorship Programs and Requirement Analysis.	<ol style="list-style-type: none"> <li>1. Mentoring</li> <li>2. Matching Mentors and Mentees</li> <li>3. A Mentoring Requirement Analysis</li> <li>4. The 4 Cs of Mentoring</li> </ol>
15	Outsourced Training Management	<ol style="list-style-type: none"> <li>1. Types of Outsourcing</li> </ol>

		<ol style="list-style-type: none"> <li>2. Benefits</li> <li>3. Stages of Training Outsourcing</li> <li>4. Key Considerations:</li> </ol>
16	Review Outcomes for Informed Decisions	<ol style="list-style-type: none"> <li>1. Employee-Level Outcomes:</li> <li>2. Organizational-Level Outcomes</li> </ol>
17	Executive Education	<ol style="list-style-type: none"> <li>1. Enhancing Leadership and Business Decisions</li> <li>2. Benefits</li> <li>3. Types of Executive Education:</li> <li>4. Disadvantage/ Careful Consideration</li> </ol>