

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

S. No.	Unit	Topic/Activities
1	Training and Development: Introduction	<ol style="list-style-type: none">1. Training and Development of the Employees in the Hotel Industry2. Why Training?3. Constructive Approach in Teaching4. The 5E's5. Inquiry-Based Teaching6. Types of Training7. Model of a Learning Cycle for Sustainable Development Goal8. Suggestions for Training
2	Need Assessment and Targeted Gap Analysis	<ol style="list-style-type: none">1. Skills Gap2. What is a Needs Assessment?3. Needs Assessment in Hospitality4. Targeted Gap Analysis5. How to Conduct a Targeted Gap Analysis?
3	Training as Investment and Budget Allocation	<ol style="list-style-type: none">1. Why Staff Training is an investment?2. Examples of Training Programs3. Allocating Budget4. Methods for Calculating Learning and Development Budgets
4	Workforce Training and Development Cost Benefit Analysis	<ol style="list-style-type: none">1. Cost-Benefit Analysis (CBA)2. Steps3. Key Considerations
5	Workforce Training and Development Return on Investment	<ol style="list-style-type: none">1. The Return on Investment (ROI)2. Calculation3. Benefit
6	History and Principal of Instructional Design	<ol style="list-style-type: none">1. History

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

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