The Hotel Training Initiative (HTI Component) is one of the components of the Vocational Skills Development Program (VSDP) implemented by Swisscontact in Myanmar. The Program is funded by the Swiss Agency for Development and Cooperation (SDC). The HTI Component’s objective is that disadvantaged women and men in Yangon and Nay Pyi Taw have improved competencies to access employment opportunities in the hospitality sector. It will train about 3,000 persons from disadvantaged backgrounds in selected hospitality occupations, coordinating with leading hotels in Yangon and Nay Pyi Taw, as well as with the relevant industry associations in the sector. The first main phase of the VSDP started in September 2014 and lasts until January 2018. The Ministry of Hotels and Tourism fully supports the HTI component and signed a Memorandum of Understanding (MoU) with Swisscontact in February 2015 for its implementation.

**Highlights of the HTI Component**

In order to fulfil its objective, the HTI Component has established a Training of Trainers system. To begin, a team of highly qualified hospitality professionals will be trained as Master Instructors in Swiss Hospitality. These Master Instructors will then be assigned to certain hotels in Yangon and Nay Pyi Taw where they will train supervisors from three departments: Front Office, Food & Beverage Service and Housekeeping. These supervisors will then be in charge of training small groups of hotel line staff as well as disadvantaged people (called Learners) in three occupations: bell boy, waiter and room attendant. Ultimately, the line staff and the Learners will have the possibility to be assessed by the National Skills Standards Authority (NSSA) so that their competencies can be certified.

**Implementing Partner**

The Swiss Hotel Management Academy Lucerne (SHL) has been contracted to develop the necessary curricula, train the Master Instructors, as well as to conduct a comprehensive Quality Management System, based on coaching and monitoring. SHL is a renowned provider of hotel management training in Switzerland, with more than 100 years’ of experience. Its alumni enjoy a high reputation worldwide and high demand as employees among leading hotels and restaurants. The school’s brand name is a respected trademark for quality in the global hospitality business.
ToT Program

Under the HTI Component, two different Training of Trainer courses are implemented:

**Hospitality Instructors Courses**: The course targets supervisory staff from selected hotels in Yangon and Nay Pyi Taw. Once they have received a 6 week long course, they will be sufficiently equipped to train small groups of hotel line staff and Learners in occupations related to three hotel departments.

**Master Instructor Course**: 18 highly-qualified hospitality professionals receive a 9 months training course to become Master Instructors. The training is implemented in coordination with experts from the Swiss Hotel Management Academy Lucerne (SHL).

**Who are we working with?**

The HTI Component is collaborating with 3 and 4-star partner hotels. Seventeen of these hotels are located in Yangon and six in Nay Pyi Taw. HTI is also cooperating with local Non-Governmental Organisations, Civil Society Organisations and Community Based Organisations for the mobilisation of Learners in selected townships.

**Type of Occupations**

The HTI Component offers training on three different market-demand oriented occupations for Learners. These are bellboy, waiter/waitress and room attendant.

**Training for the Learners**

The Learners will be trained for a period of 7 weeks in the partner hotels. They will receive a five day Preparatory Course beforehand in order to facilitate a smooth transition into the hotel environment. The two courses are briefly described below:

- **Preparatory Courses** are delivered by the Master Instructors. These courses will last 5 days and will familiarise the Learners with appropriate soft skills, such as etiquette, personal hygiene, occupational health and safety, time management and basic concepts of hospitality and tourism.

- **Hospitality Courses** will be provided by the partner hotels’ supervisors. This course will last seven weeks and will focus on developing the necessary skills to perform the occupations of bellboy, waiter and room attendant by the end of the training. The practical nature of these courses is best described as 'learning by doing' and 'on the job training'.

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