

Intrax Career Training

Management, Business, Commerce and Finance Training Plan

Focus: Hospitality & Tourism

Program Goals

The Intrax Career Training Program is designed to provide young professionals with practical training and experience in their chosen field of study while exposing them to American business practices and culture. Upon completion of the program, participants will be prepared to return to their home country and secure a rewarding position in their chosen career field.

Trainee Information

Last Name:

First Name:

Middle Name:

E-mail Address

Phone Number:

Mailing Address:

Host Company Information

Company Name:

Training Advisor's Name:

Title:

E-mail Address:

Website:

Phone Number:

Fax Number:

Mailing Address:

Internship Information

Start Date:

End Date:

Internship is: Paid Unpaid

Stipend is:

Additional Compensation:

Hours of Training per Average Week:

Training Objectives

This program has been developed to provide the trainee with an education and practical experience in the main areas of hospitality and tourism, including Food & Beverage Operations, Housekeeping Supervision, Front Desk Operations, and Night Audit Operations.

Training Prerequisites

The trainee must have a formal education in hospitality & tourism or equivalent experience in the field.

Skills to be Imparted

The skills to be imparted as a part of this program include the ability to successfully work in the food & beverages department as a manager, supervise the housekeeping department, supervise the front desk, or supervise the night audits for a major hotel or resort.

On the Job Training

Successful completion of this program requires extensive practical experience working in the various departments of a successful hotel and resort to reinforce lessons learned in the classroom and during the course of the program.

Supervision and Evaluation

Pamela Davis, the Director of Employee Relations & Recruitment will be the designated Program Advisor for the trainee. She will ensure that the program is meeting the trainee's needs and that the trainee is successfully completing his or her assignments throughout the various phases. During each phase, the trainee will report to a supervisor for the designated department. These supervisors will evaluate the trainee's performance during that particular phase.

Training Schedule

Phase I - Orientation

Weeks One to Two

Summary:

The trainee will receive a general orientation to be assigned to employee housing, and be given a tour of with introductions to the supervisors of the Food & Beverage, Housekeeping, Guest Relations, and Night Audit departments

Details:

Week One: Orientation, Housing, and Tours of

Week Two: Introductions to Department Heads and Tours of the Facilities

Review:

Upon completion of phase I the Program Advisor will evaluate the trainee's readiness to begin phase II in the Food & Beverages department.

Phase II - Food & Beverage Department

Weeks Three to Fifteen

Summary:

During this phase the trainee will review the various operations of the food & beverage department and then he or she will gain practical experience in customer service, ordering, scheduling, and employee performance evaluations. This phase builds upon the introduction given to this department during phase I.

Details:

Week Three: Introduction to Customer Service, Ordering, and Scheduling

Week Four: Learning to Supervise Food Preparation and Kitchen Sanitation

Week Five: Practical Experience in Supervising Food Preparation and Kitchen Sanitation

Week Six: Learning the Policies & Procedures for Food Service

Week Seven: Practical Experience in Supervising Food Service

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Week Eight: Learning the Policies & Procedures for Supervising Beverage Service

Week Nine: Practical Experience Supervising Beverage Service

Weeks Ten to Twelve: Learning to Conduct Employee Performance Evaluations in the Kitchen, the Dining Room, and the Lounge

Weeks Thirteen to Fifteen: Practical Experience in Conducting Employee Performance Evaluations in the Kitchen, the Dining Room, and the Lounge

Evaluation:

At the end of phase II, the supervisor of the Food & Beverage department will evaluate the trainees progress and the Program Advisor will evaluate the phase with the trainee and verify that he or she is prepared to advance to phase III.

Phase III - Housekeeping Supervision

Weeks Sixteen to Eighteen

Summary:

The trainee will learn to train and supervise the housekeeping staff, including scheduling and ordering supplies. This phase builds upon the introduction to housekeeping given in phase I.

Details:

Week Sixteen: Review the Housekeeper Job Description and Learn to Properly Inspect Rooms

Week Seventeen: Learn to Schedule the Housekeeping Staff and Order Supplies

Week Eighteen: Gain Practical Experience by Supervising Shifts for the Housekeeping Staff

Review:

Upon the completion of phase III, the Director of Housekeeping will conduct a review of the trainees performance, and the Program Advisor will review the phase with the employee and ensure that he or she is prepared to advance to phase IV.

Phase IV - Front Desk

Weeks Nineteen to Twenty-One

Summary:

This phase builds upon the introduction to Guest Services given during phase I. The trainee will learn to staff the Front Desk of the hotel and provide customer service to guests.

Details:

Week Nineteen: Training on the Principles of Guest Services

Week Twenty: Practical Training on Supervising the Front Desk

Week Twenty-One: Practical Training on Supervising the Concierge Desk

Review:

At the end of phase IV, the Front Desk Supervisor will evaluate the trainees performance and the Program Advisor will review the phase with the trainee and evaluate his or her readiness to progress to phase V.

Phase V - Night Audit

Weeks Twenty-Two to Twenty-Three

Summary:

The Night Audit phase will teach the trainee to successfully supervise the performance of daily audits of hotel operations. It builds upon the introduction to Night Auditing provided in phase I of the program.

Details:

Week Twenty-Two: Training on the Policies and Procedures for the Night Audit

Week Twenty-Three: Practical Experience Supervising the Night Audit

Review:

At the conclusion of this phase, the Night Audit supervisor will evaluate the trainees performance and the Program Advisor will work with the trainee to evaluate the phase and establish the trainees readiness to progress to phase VI.

Phase VI - Program Evaluation

Week Twenty-Four

Summary:

The trainee and the Program Advisor will conduct a program review and evaluation.

Details:

The trainee and the Program Advisor evaluate the program and the trainee is awarded with a Certificate of Completion, and, if warranted, a letter of recommendation for a future placement in the Hospitality & Tourism Industry.

Review:

N/A