



Accelerated Corporate Trainee Program

Year	Month	Department	Task	Desirable Outcomes
	1 month	Beverage Service	<ul style="list-style-type: none"> ▪ Bar Policies & Procedures ▪ Product Knowledge ▪ Bar Service ▪ Stock Control ▪ Revenue Generation ▪ Bar Management ▪ Beverage Lists 	<ul style="list-style-type: none"> ▪ Demonstrate full understanding of policies & procedures relating to bar operations. ▪ Demonstrate full understanding of all bar products and methods of production as per customer requirements. ▪ Demonstrate competency and understanding of procedures and standards of bar service. ▪ Demonstrate understanding of procedures to ensure bar stocks are properly stored, secured and accounted for. ▪ Devise and implement a plan which is designed to boost revenue and profit from this outlet. Comment on its outcomes. ▪ Manage the Bar for a one week period (overseen by present Manager/Supervisor). ▪ Devise and cost drinks list.
	2 months	Food & Beverage Service	<ul style="list-style-type: none"> ▪ Restaurant policies and procedures. ▪ Pre-service preparation. ▪ Restaurant Service ▪ Room Service Procedures. ▪ Menu Knowledge. ▪ Proper use and care of equipment. ▪ Customer Service Skills 	<ul style="list-style-type: none"> ▪ Demonstrate full understanding of policies and procedures relating to restaurant operations. ▪ Demonstrate competency and understanding of set-up and pre-service preparation with particular regard to good hygiene practices, suitable speed of working and minimal disruption within the venue and staffing levels. ▪ Demonstrate competency and understanding of procedures and standards of Food and Beverage service with particular reference to courtesy and efficiency. ▪ Demonstrate competency and understanding of room service procedures with particular reference to courtesy and efficiency. ▪ Demonstrate understanding of the basic ingredients used on

			<p>each item on the menu, methods of preparation and cooking.</p> <ul style="list-style-type: none"> ▪ Demonstrate understanding of how to operate and take proper care of equipment. ▪ Demonstrate good customer service skills. ▪ Devise and implement a plan which is designed to boost revenue and profit from this outlet. Comment on its outcomes. ▪ Manage the Restaurant for a one week period (overseen by present Manager/Supervisor. ▪ Demonstrate ability to up-sell and devise suitable incentive scheme. ▪ Compile and Cost efficient Restaurant roster to meet needs of both client and company.
Formal Meeting; Progress Reports and Feedback			
3 months	Kitchen Production and Management	<ul style="list-style-type: none"> ▪ Kitchen policies, procedures and food production. ▪ Customer Service Skills. ▪ Stores and Purchasing. 	<ul style="list-style-type: none"> ▪ Demonstrate understanding and competency in all areas of kitchen operations with particular regard to safety work practices, food hygiene and efficiency. ▪ Able to demonstrate good internal customer relations. ▪ Demonstrate understanding of the rules, policies and conditions relating to contract of employment. ▪ Devise and cost a basic 3 course table d'hote menu. ▪ Demonstrate understanding of procedures to ensure food stocks are properly stored, secured and accounted for. ▪ Perform a Food stock take. ▪ Perform the role of Purchasing Officer for F & B products.
Formal Meeting; Progress Reports and Feedback			
3 months	Front Office	<ul style="list-style-type: none"> ▪ Front Office policies and procedures. ▪ Front Office guest services. ▪ Customer Service skills ▪ Reception/Reservation ▪ Night Audit 	<ul style="list-style-type: none"> ▪ Demonstrate full understanding of policies and procedures relating to Front Office operations. ▪ Demonstrate understanding and competency in providing service to guests with particular reference to courtesy and efficiency. ▪ Demonstrate excellent customer service skills. ▪ Demonstrate ability to prepare for guest arrival, allocation of rooms, register guests and organize guest departure as well as preparation of front office records and reports. ▪ Demonstrate competency in attending to telephone calls. ▪ Demonstrate understanding of using computerized reservation

			<ul style="list-style-type: none"> system and front office POS system. ▪ Demonstrate full understanding of emergency evacuation procedures. ▪ Demonstrate full understanding of credit control procedures. ▪ Perform Night Audit with the Night Auditor for a two week period and act as relieving Night Auditor.
1 Month	Reservations	<ul style="list-style-type: none"> ▪ Reservations Management 	<ul style="list-style-type: none"> ▪ Fully participate in the taking, collation and administration of reservations. ▪ To understand the principles of Yield management and to show instances when Yield management strategies have been introduced. ▪ To compile accurately and timely all reservation reports requested by senior management.
Formal Meeting; Progress Reports and Feedback			
3 months	Rooms	<ul style="list-style-type: none"> ▪ Housekeeping policies and procedures. ▪ Cleaning the room. ▪ Housekeeping Product knowledge. ▪ Customer service skills House Maids HK Supervisor	<ul style="list-style-type: none"> ▪ Demonstrate understanding of policies and procedures relating to day to day housekeeping operations. ▪ Demonstrate understanding and competence in cleaning and servicing a guest room with particular reference to suitable speed of work and efficiency. ▪ Demonstrate understanding of the different types of chemicals and equipment, the proper application of these chemicals and the use and care of equipment. ▪ Able to demonstrate good customer service skills. ▪ Assume the role of Assistant Housekeeper for a week. ▪ Devise and cost a Housekeeping roster to meet budget targets.
Formal Meeting; Progress Reports and Feedback			
2 months	Conferencing, Banqueting, Events and Sales	<ul style="list-style-type: none"> ▪ Banqueting and Conference Operations. ▪ Banqueting sales and Administration. 	<ul style="list-style-type: none"> ▪ Demonstrate understanding of full operations in relation to the functions and responsibility area.
2 months	Finance and Administration	<ul style="list-style-type: none"> ▪ Accounting and Management Reporting. 	<ul style="list-style-type: none"> ▪ Demonstrate accuracy and an understanding of the role of effective accounting procedures and management reporting. ▪ Correct coding of Invoices.

			<ul style="list-style-type: none"> ▪ Ability to read and Hotel P & L. ▪ Ability to compile a Department budget.
Formal Meeting; Progress Reports and Feedback			
1 month	Engineering	<ul style="list-style-type: none"> ▪ Understanding of how key plant and machinery operates 	<ul style="list-style-type: none"> ▪ Understanding of H & S practices and legal compliance issues. ▪ Handling of Hazardous materials plus disposal methods. ▪ Understanding of what to do in the case of plant failure. ▪ Compile a maintenance schedule on a guest room.
3 months	New Zealand or Vanuatu properties		<ul style="list-style-type: none"> ▪ Understudy all facets of operation as undertaken above. ▪ Upon return project based implementation program, the learning strategy from international to local adoption. One key component will be winning your Manager/HOD's back home as to implementation of a strategy and its success.
1 month	Corporate Head Office		<ul style="list-style-type: none"> ▪ Understand human resources functions and its execution. ▪ Understand the CHO's role in accounting functions and reporting to Directors and Managers and other expectations. ▪ Understand the business drive of the CHO through its subsidiary companies and investments. ▪ Understand the role of IT and its functions against backdrops, fluctuations, etc. ▪ Understand the values of CHO.
Formal Meeting; Progress Reports and Feedback			
3 months	Management Position Execution	<ul style="list-style-type: none"> ▪ Under Supervision 	<ul style="list-style-type: none"> ▪ Relieving in the roles of Departmental Managers.
Formal Meeting; Progress Reports, Feedback & Review			
GRADUATION			