

Small Hotel & Lodge Basic Operation Workshop
Report of Training Workshop
9th – 10th June, 2012

Introduction:

The Small Hotel & Lodge Basic Operation training workshop was organized by Nepal Environment and Tourism Initiative Foundation (NETIF), Nepal. It was held in Chisapani on 9th and 10th June, 2012. The participants for the workshop were the hotel owners and their employees from Chisapani. The purpose of the workshop was, firstly, to provide basic information of hotel operation and its reporting system. Secondly, to audit on their past trainings in which the participants were certified on Basic Food Hygiene; Essential Bakery and Kitchen Training.

The total numbers of participants were 20 (twenty), out of which 8 (eight) were owners of the major hotels in Chisapani.

Training objectives:

- To increase the awareness of the importance of customer service in hotel operation in hotel owners and its employees.
- To give better understanding of hotel operation and its departments.
- To introduce reporting system and record keeping.
- To review the current situation of hotels & lodges after receiving Food Hygiene Training.

List of Participants:

S.n	Name	Hotel	Designation
1	Bishnu Kumar K.C	Hotel Trekkers Paradise	Owner
2	Pasang C. Tamang	Hotel Everest Camp	Owner
3	Dipak Magar	Manakamana Hotel	Staff
4	Sitaram K.C	Galaxy Hotel	Staff
5	Dinesh Tamang	Dorje Lakpa Hotel	Staff
6	Shankar Tamang	Manakamana Hotel	Staff
7	Suresh Tamang	Dorje Lakpa Hotel	Staff
8	Shankar Tamang	Dorje Lakpa Hotel	Staff
9	Laba Pd. Simkhada	Sundarijal Village Park	Chair Person
10	Achut Pd. Ghimire	Sundarijal Village Park	Owner
11	Bhakta B.	Mitra Hotel	Owner
12	Bashu Ram K.C	Annapurna Mountain View	Owner
13	Sunita K.C	Annapurna Mountain View	Staff
14	Bharat Chaudhiri	Milan Hotel	Staff
15	Anjana K.C	B.B.C Hotel	Owner
16	Subhas Vandari	B.B.C Hotel	Staff
17	Ram Bahadur Tamang	Dorje Lakpa Hotel	Owner
18	Pemba Tamang	Hotel Everest Camp	Staff
19	Santu Lama	Shangbola Hotel	Owner
20	Prabhat Tamang	B.B.C Hotel	Staff

Training Progress

Day 1

The first day of the training took place on 9th June 2012 for six hours with a forty five minutes break for lunch. The inauguration of the training was performed by one of the representatives of NETIF, who explained the importance and the benefits of such trainings. After the introduction of the facilitators (Mr. Ashish Maharjan and Mr. Niranjana Rimal) by the NETIF representative, Mr. Ashish Maharjan opened the session by leading the participants to understand the purpose of the workshop. It was explained that the hospitality business is very competitive and if the hotel owners do not update the quality of service and facilities that they

are currently providing, then they will be left behind in the race. He thanked NETIF for organizing this event, for it educating and making the participants aware of the vital role of quality service and hospitality trends.

The workshop started with a short story of a family of five people visiting Chisapani and their bad experience, in which the participants had to point out the points that went wrong in the story in terms of hospitality and customer service. The second half of the workshop was conducted by Mr. Niranjana Rimal. The importance of store keeping and inventory system was his main topic of discussion.

Lessons Covered:

Day 1

- Introduction to the Hotel operation
- Brief discussion on Customer service and its importance
- Front office department and its roles
- Store keeping system
- Inventory system
- Review & progress of the past trainings performed by GATE

The closing of the first day of workshop was done by auditing the eight hotels of the participants to get the current status in terms of record keeping and its departmental system. The findings of the audit can be provided upon request.

Day 2

Mr. Ashish Maharjan opened the second session with a role play. It consisted of 2 participants: one acting as a guest and the other one as a hotel staff, who acted in different scenarios. The whole participants interacted, explaining what went right and what went wrong in the role play. Afterwards, the course evolved to the explanation of the different hotel department operations, and the introduction of the different forms, formats and reports that are useful for the hotel record keeping. Afterwards, Mr. Niranjana Rimal gave a feedback of the auditing of the eight hotels done on the previous day.

Lessons covered:

- Hotel operation forms & formats
- Front office duties and the records
- Hotel booking system
- Food delivery process
- Occupancy report
- Housekeeping cleaning & checklist

The two days workshop was concluded with the final speech of Mr. Arun Shrestha, President of NETIF, Nepal addressing the participants and their initiative. He informed the participants that such kind of training programs will be done in Chisapani provided NETIF sees the progress and the changes in their hotel operation. The participants thanked the facilitators for the workshop which had given them possibility to learn about the hospitality and its functions. They also requested the facilitators to set-up more workshops in related subject.

The facilitators emphasized to NETIF that auditing after such activities are very important and suggested that periodical monitoring of such activities must be done to measure the progress and changes in the participants establishments.

Importance of Monitoring:

- To know the progress/set-backs of activities.
- To know if activity plan is being followed
- To identify the achievements, weakness, and problems
- Assist in monitoring and evaluation of activities

Facilitators Profile

Mr. Ashish Maharjan, a Swiss Hotel Management Graduate with more than 10 years experience in hospitality & tourism field, worked in different countries starting from Europe to United States. Posses experience as Operational Manager at GATE, General Manager of outlets in an international chain restaurant in Delhi, Business consultant for Brazilian and Indian enterprises, and manager in an ethnic restaurant in Chicago, USA. Graduate from Swiss school of Hotel and tourism management in Switzerland.

Mr. Niranjana Rimal is a highly qualified Chef with 8 years of international experience, who has undergone advanced training as a food hygiene instructor. Mr. Rimal has written a comprehensive Food Hygiene Manual - the first one of its kind to be written in the Nepali language. Having returned to Nepal from UAE with exceptional skills and experience, he is currently offering Food Hygiene training with GATE College to further his goal of establishing international standards of food safety practices in his home country.

Workshop Pictures

