

OUTSTANDING ACHIEVEMENT IN TRAINING

This category is open to all venues working to raise professional standards within the hospitality industry by delivering training within the venue.

Important: Please ensure that each question is addressed in 100 words or less and that your submission follows the “Written Guidelines” as set out in the entry kit.

CATEGORY 1

- Provide a general overview of the nature and history of your training operation.
- Describe what education and training services and/or facilities you offer.
- Considering your training operation; what sets you apart from competitors?

CATEGORY 2

- Describe the key features of your training business plan, for example goals, strategies and outcomes.

CATEGORY 3

- Describe the benefits of using external training for industry accreditation (for example RSA, RSG) and your relationship with the institute/s.

CATEGORY 4

- Explain the different ways in which you assess and measure staff development and progression and the specific benefits of these methods.
- Give examples of increased levels of staff skills as a direct result of training and the ability of shift staff into different areas of the venue.
- Provide evidence of increased staff retention as a consequence of your training program.
- Describe the methods of constant evaluation of your training to ensure training is kept within an industry standard.