



# Training on food production, soft skills

The recent training sessions organised by FHRAI-IHM comprised capacity building programmes on standards for Food Production and interpersonal skills.

## CAPACITY BUILDING PROGRAMME ON TRAITS, SKILLS AND STANDARDS FOR FOOD PRODUCTION

FHRAI-IHM conducted a four-module training on traits, skills and standards for Food Production staff of hotels and restaurants. The training series comprised of the following four sub-modules.

### HOSPITALITY AND CHEF AS A PROFESSION (SESSION 1)

This session was for those looking for a career in hospitality. The traits and skills needed to be a good hospitality player and chef and the role they play in the hospitality industry were highlighted.

### FOOD SAFETY – UNDERSTANDING CONTAMINANTS (SESSION 2)

Food is the essence of life and having good and safe food is a necessity. This session focused on understanding about the contaminants of food and reducing those to a minimum; and learning about the different standards followed in the industry.

### FOOD SAFETY, HYGIENE, PRESERVATION AND GOOD PRACTICES (SESSION 3)

This session emphasised that food safety and hygiene are the basis of any food industry and elucidated on the basics of hygiene and safety and also the good practices followed in the kitchens across the industry.

### GENERAL CONCERNS AND THE SPIRIT OF HOSPITALITY (SESSION 4)

The session stressed on understanding general concerns of today and preparing for a better tomorrow. The sessions were conducted by **Rishabh Misra**, Lecturer at FHRAI IHM. He said, "It is no secret that the COVID-19 pandemic has hit the hotel industry hard. While lockdown and economic slowdown may have been beyond our control but this pandemic has made hotels focus more on health and safety measures especially when it is related to guests and food. FHRAI IHM with support from FHRAI and all its associates conducted a capacity building programme based on skills and standards for Food Production staff. The programme was divided into four sessions comprising all the skills needed to become a good chef and a better hospitality player. Originally planned to be held once a week, each session was conducted thrice in the week due to the overwhelming response from around the country."

### CAPACITY BUILDING PROGRAMME ON INTERPERSONAL SKILLS

Hospitality is a people's industry, where personalised service is the key to retain guests despite tough competition. A hospitality professional needs a high level of emotional intelligence to understand guests' needs and deliver accordingly. A good hold on one's Interpersonal skills

helps a hotelier to achieve the required level of emotional intelligence, helping him to communicate effectively. Keeping these needs in mind, FHRAI-IHM also conducted a five-module training on interpersonal skills for professionals working in Rooms Division and Food & Beverage Service. The training series comprised the following modules.

### INTERPERSONAL SKILLS – NEED OF THE HOUR (SESSION 1)

Interpersonal skills are important in proper display of a person's qualities & behaviour we exhibit while interacting with others, showcasing the knowledge within and effective communication, hence such skills makes a person more approachable.

### SUB-MODULE 1: BODY LANGUAGE (SESSION 2)

Our body language conveys so much that people can understand or interpret what we are saying even while we are not talking and form perceptions about us. Hence, we need to understand this saying, "It's what you don't say that counts".

### MODULE 2: LISTENING SKILLS (SESSION 3)

Listening is an important side of a conversation and is usually the neglected side. We listen with our ears but most importantly listening with our eyes and heart makes it more effective. Minimising the barriers during listening is a skill and helps us to understand our guests better.

### MODULE 3: EMPATHISING SERVICE (SESSION 4)

Personalised service can be offered if we understand a guest's requirements and empathise with him. In simple terms we need to understand the saying, "Put yourself in my shoes".

### MODULE 4: MINDFULNESS (SESSION 5)

Mindfulness is a difficult skill to practice, as our brain carries out multiple functions enabling us to be aware about our surroundings always. Being present in the present helps us to be focused and in sync with the external environment. The sessions were conducted by **Ashima Chatterjee Misra**, Assistant Lecturer – Rooms Division, FHRAI IHM, who said, "For the employees working in Rooms Division and Food & Beverage Service, a series of five modules was formulated on interpersonal skills. To be an efficient member of such a competitive industry, it's important for every individual to be at the peak of their game, let it be standard or attitude, skills or communication, every team member needs to possess them to interact with guests effectively. Interpersonal skills have been marked as an important trait in a hospitality professional, as they become the bridge to connect with our guests, understand them and serve them with customised services."



Rishabh Misra



Today hotels focus more on health & safety measures especially when it is related to guests & food



Ashima Misra



Interpersonal skills are an important trait as they become the bridge to connect with our guests

