

HOTELS & RESTAURANTS INDIA

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A MONTHLY ON HOSPITALITY TRADE  
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# Honing skills of entry-level staff

FHRAI-IHM in association with FHRAI organised a series of training programmes for Food Production and Room Division and F&B Service staff of hotels and restaurants.

The FHRAI Institute of Hospitality Management (FHRAI-IHM) in association with the regional associations of the FHRAI organised a series of capacity building training programmes for Food Production and Room Division and F&B Service staff of hotels and restaurants. The objective of the training programmes was to reinforce knowledge and update skills of the workforce employed in existing hospitality establishments in the country.

The programme was rolled out in seven batches starting from June 3, 2021 and concluded on June 30, 2021. Venkatesan Dhattareyan, Regional Director – West & Central Region, India Tourism, Mumbai inaugurated the first batch which trained 640 hospitality professionals under the stated programmes.

"The training programmes have been developed to strengthen the skill sets of the entry-level or junior staff working in the Food Production and the Room Division & F&B Service departments at hotels. We were anticipating somewhere around 100 to 120 participants for the first batch but were pleasantly surprised to receive an overwhelming response.

Over 640 hospitality professionals from across the country registered and participated in the training programmes. The trained participants were awarded certificates upon successful completion of all four sessions of about an hour across the selected modules," says **Arun Kumar Singh**, Director, FHRAI-IHM.

Regional hotel and restaurant associations of the FHRAI – HRAWI, HRANI, HRAEI and SIHRA extended support and urged its members to nominate staff for the trainings. The training sessions were held under the direct supervision of Arun Kumar Singh. Dr Himanshu Talwar, Addl. Director of FHRAI-IHM and Asst. Secretary General of FHRAI coordinated and facilitated the programmes.

"We thank Venkatesan Dhattareyan for his valuable time to motivate the participants before the commencement of the programme. He emphasised on the need of conducting such



**Arun Kumar Singh**  
Director, FHRAI-IHM

**640+** professionals participated in the programmes

knowledge imparting programmes on a regular basis for keeping professionals up to date on the developments and best practices in the industry. On the back of such tremendous response, we plan to organise more training programmes that will help hospitality professionals gain insights on international best practices & developments in the field", says Singh.

The programmes covered different aspects of hospitality management including Hospitality and Chef as Professionals, Food Safety – Understanding Contaminants; Safety, Hygiene, Preservation & Good Practices, General Concerns & Spirit of Hospitality under the training module for Food Production Department. In the training for Room Division & Food Service Department, the module covered topics on Interpersonal skills, Body language, Listening skills, Empathising & mindfulness.