HOSPITALITY

Executive Training Centers®
EMBRACING THE POWER OF TEAM

The Assessment INSTITUTE®
Assess | Design | Develop | Lead

RIGHT
PERSON
RIGHT
JOB
RIGHT
TIME

Specific Challenges in Hospitality

☑ Labor Shortages

Many regions have experienced labor shortages in the hospitality sector, with difficulties in recruiting and retaining skilled workers, including chefs, waitstaff, and housekeeping staff.

☑ No systematic onboarding

People take too long to show desired performance. People get frustrated and leave.

☑ No career pathways

People who want to step-up the career ladder must find opportunities elsewhere

☑ Safety and Security

Ensuring the safety and security of guests and staff is a critical challenge, particularly in the context of travel-related risks and cyber threats.

### ☑ Changing Consumer Preferences

Consumer preferences and behaviors are constantly evolving, and the industry must adapt to meet the demands of the modern traveler or guest. This includes offering personalized experiences and integrating technology into service delivery.

Challenges Almost all Industries are Facing

☑ Unclear job classifications hinder the concentration on workforce and leadership development, which should ideally focus on core work performance and abilities.

☑ Job-ready performance is continuously subject to increasing expectations.

☑ The number of experienced replacement workers is underestimated and replacement approaches do not meet organization needs.

☑ The increase of competency demands at various career levels has not been properly identified.

☑ Fast-paced innovation increases competency demands across all positions and careers.

☑ There is a competency measurement gap which leaves organizations uncertain about their current standing.

Implementing a **competency-based approach in HR** enables the establishment of a future-proof talent development system that comprehensively caters to the entire employee lifecycle.

Employee Lifecycle

Selection

Onboarding

Succession

Development

Separation
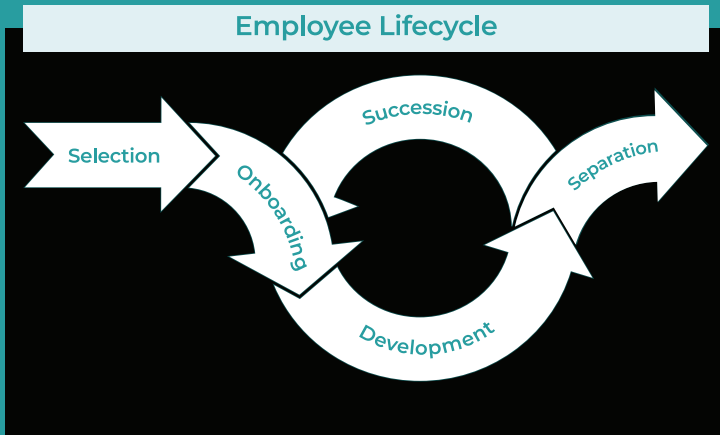
⊘ Selection

The use of quality assessment systems to identify competency attainment significantly enhances the success of job-ready hiring.

⊘ Onboarding

With such enhanced hiring practices, organizations can implement more efficient and targeted onboarding programs.

⊘ Development

When a competency framework is in place, development roadmaps that help staff reach high performance in their jobs can be easily outlined. Additionally, outlining and aligning career pathways with organization and position requirements becomes a straightforward process.

⊘ Succession

By adopting competency-based approaches, organizations can systematically develop and align succession plans with their current personnel roster. Moreover, these approaches facilitate the identification of areas where internal or external candidates are required to fill future, open positions.

⊘ Separation

During the separation process, a clear picture of the bench strength of the individual exiting the organization becomes evident. Competencies along with the implications to the recruiting and developing successors also becomes clear.

Introducing a competency-based approach to your organization is easy:

A step-by-step introduction to a competency-based approach will yield significant rewards right from the start. Begin by addressing the most pressing challenge with one building block, then move on to the next challenge, and so forth. These building blocks are strategically aligned, effortlessly creating a cohesive system, without requiring extensive planning. It is not necessary to implement all of the building blocks. Each building block independently offers substantial returns on investment.

The Building Blocks:

Optimize competency frameworks

Optimize job descriptions

Optimize job advertising

Optimize recruiting & hiring systems

Optimize onboarding programs

Optimize training & development systems

Optimize career pathways

Optimize succession plans

Optimize management & leadership approach

Optimize separation system

Contact us today to discuss any building block with you and your team. We provide recommendations and guidance on where to start the process. For a complimentary 30-minute strategy consultation, please visit: