

## School of Hospitality and Tourism Skills

### Job Description - Trainer

#### **Job Title:**

Trainer – School of Hospitality and Tourism Skills (Front Office)

#### **Reporting to:**

The Trainer- Front Office will be directly reporting to the Principal or Project Manager of the School of Hospitality and Tourism Skills.

#### **Job Overview:**

The Trainer Front Office SHTS provides practical hands-on training in related subjects in the office labs and theoretical training in the classrooms of the University. Their duties include planning lessons that target specific skills and concepts, managing classroom behavior to keep all students engaged in the lesson and providing individual support and feedback for their students. They take care about the student's progress, health & safety and development of the skills.

#### **Roles and Responsibilities:**

1. The Trainer provides training in practice, according to the theoretical training templates and the training plan.
2. He/ She should train the students for multiple skills with the practical execution of all activities in the front office area.
3. He/ She should directly observe the student's work and provide constructive timely feedback to reinforce good practice. He/ She has to identify areas for improvement and enable the student to evaluate their own performance and progress.
4. The Trainer provides regular feedback on the student's progress including achievements; identify and articulate any areas for improvement as early as possible and take appropriate steps to facilitate improvement in performance or initiate remediation processes.
5. He/ She trains collaborate with all staff members to achieve all instructional objectives and supports the admission cell from time to time.
6. The Trainer practice activities in the same way as in real life and get the student ready for hospitality environment (productivity, evolution, etc.)
7. He/ She is responsible for following the rules of BSDU and taking care about a clean and proper Front Office facility, including computer, equipment, materials, etc.
8. The Trainer designs and implement all lesson plans for district curriculum program and pre-prepare all requirements.
9. He/ She is using new technologies and keeping the skills and knowledge up to date.
10. Other activities and responsibilities as may be assigned by the Principal and Project Manager of the school.

### **Requirements/Qualifications:**

- BHM or an equivalent or higher degree.
- Good speaking, writing and communication skills in Hindi and English language, knowledge of French an advantage.
- Previous teaching experience and at least 5 years of practical front office experience is an advantage.
- Very Good computer skills (MS Office / Hotel software)
- Proven organizational and time management skills
- Ability to maintain a professional personal appearance, attitude, and work behaviour at all times
- Ability to work well independently and as part of a team
- Ability to work well with students with various learning needs
- High flexibility to support the team and take over teaching of teammates if necessary.
- Duty of care towards infrastructure, machines and equipment.
- Ensure compliance with current health and safety regulations.
- Time flexibility according to the requirements of a hotel business
- Friendly and nurturing disposition