**Induction And Orientation Program**

**Instructional Objective:**
After completion of the Induction & Orientation Program every employee will have the knowledge of the property, all departments with the hierarchy & HR Policies which can be measured by conducting the post Online Induction Test.

Every employee has to undergo orientation & induction program after joining the hotel before going on the shop floor.

An Induction & Orientation Program has to be scheduled for 1st and 15th of every month. (Minimum attendance required is 4 employees if not then the program will be postponed to the next Induction Program.)

**Interest:**  
**Name of the Game:**  
Draw the Elephant

Divide the team in to 2 groups if there are 8 or more participants.

Assign no to each participant.

Place the chart paper stand in the opposite direction of the participants. (The front side should not be visible to the participants)

Call out numbers randomly and ask them to draw any two parts of an Elephant. (E.g. Ears and Tail or Eyes and legs)

Give them not more than 5 seconds to draw.

After completing the drawing of the elephant, show the Art Work to the entire group.

Discuss why there are flaws. (No Team Work, Standards are (size of the Elephant etc.) not set, time limit, no handover etc.)

**Need:**
To have better alignment between what the team members do and what the Organisation needs them to do and have lower turnover rates.

- To reduce Anxiety
- To reduce Employee Turnover
- To save Time for Supervisors and co-workers
To develop realistic Job Expectations, Positive Attitude and Job Satisfaction.

**Time:**
Total duration of the program will be 2 days.

**Range:**
General Introduction of all the participants.

- Departmental Presentation
- Tour of the Property
- Test

**Objective:**
To educate the Team Members to the values, history and who is who in the Organisation

**Support Media:**
- White Board
- Chart Papers
- White Board Marker and Permanent Markers
- Employee Hand Book (If applicable)
- LCD Projector/ Screen
- Laptop or Desktop Computer
- Note Pad
- Pens or Pencils

**Note:**
If an employee joins after 1\textsuperscript{st} or 15\textsuperscript{th} then he/she has to immediately undergo an Induction which is organised by the Head of the Department of the employee, and to be sent to the next available induction.

- Induction organised by Head Of the Department must cover the following points
  - Familiarisation Tour of the property
  - HR Policies – Duty Timings, Cafeteria timings, Leaves and day offs, uniform policy, General Disciple to be maintained.
  - Explanation of all the process and procedures, dos and don’ts & who’s who?
**Procedure:**

- A Message GM.
- General introduction of each Team Member.
- Brief Introduction on
  - Hierarchy – Who’s who?
  - Brief description of Hotel

**Training**

- Concept Hospitality presentation.
- Training Department Hierarchy
- The Concept Commandments
- Importance of training
- Mystery Audit
- Different training Programs
- Career Development Centre

**Human Resources**

- H.R. Department Hierarchy
- Leave – Sick, Casual and Privilege Leave (to be taken only after completion of 1 year)
- Compensatory Off can be availed in case of working on w/off, double shift, and paid holiday.
- Statutory Deductions (PF, ESIC & PT)
- Importance of signing Attendance Muster.
- Dos & Don’ts.
- Cafeteria Timings
- General Disciple to be maintained

**Front office**

- Hierarchy and different areas of F.O.
- Front Office Operations
- Importance of Guest Recognition
- Guest Satisfaction – providing best services to make his stay a delight.
- Personalised Touch, Escorting Guests
- Empathy, Patience.
- Duty Managers – Inter departmental co-ordination.
- Guest Relations – Guest history, feedback.
• Reservations – Room Booking.
• Reception – Smooth Check In & Check Out
• Airport Representative – bring airport business.
• Telephones – Directing calls of different departments.
• Types of Rooms –
• Tariff –

**GM**

• Shared his experiences.
• Spoke about Job Performance, Commitments.
• Difference between CHPL & Others.
• Enjoy the work.

**Environment**

• What is Environment & Environmental awareness all about?
• What is Ecotel?
• 5 Globes of Ecotel.
• Ecotel Presentation

**Food and Beverage Production**

• Explained about F&B (Production) Hierarchy
• Caters to In-Room-Dining, Ecoteria, Outlets, & Banquets
• Live Kitchen

**Food and Beverage Service**

• Explained about F&B (Service) Hierarchy.
• What is Service all about?
• No. of Outlets in the property
• Shifts
**Purchase**

- Hierarchy
- General Purchase System & Procedure.
- Explained about Material Management System.
- Procedure how to indent to Purchase.
- Procedure how to indent to Stores.
- Authorities for approving Purchase Order.
- Receiving check.
- Stores dept.

**Kitchen Stewarding**

- Hierarchy of Kitchen Stewarding
- Hygiene is derived from the Greek word ‘Hygeia’ – the Greek Goddess of Health.
- It deals with the cleanliness and upkeep of vessels.
- Caters to Ecoteria, Production, Lockers, Receiving & garbage rooms.
- Chemicals floors and vessels.
- Chemicals for sanitizing any products/utensils.

**Housekeeping**

- Hierarchy
- Uniforms (self service, 3 pairs of uniform for everyone).
- Laundry – for uniforms & bed linen & Laundry for guest.
- 2 types of Laundry Services (Normal & Express).
- Baby-Sitting for guests.
- Lost & Found Articles
- Caters to Room Service for guests, Evening service.
- Provides kitchen equipment to apartment & studio rooms.

**Security**

- Hierarchy
- Explain Role of Security in the Hotel:
- Procedures:
  - Entrance through Service Gate.
  - Cash register if carrying more than Rs.500/-
  - Gate Pass for personal belongings.
  - Correction form procedure.
- Roll a Ball Practice/ Frisking System.
- Ladies Night Home Drop timing (22.30hrs & if necessary 00.30hrs).
- Fire Combat

**Engineering**

- Hierarchy
- Water conservation & preservation.
- Energy Efficiency.
- Sewage Treatment Plant (STP)
- Taps on Timers.
- Flush.
- A.C Plant
- Water Purifier – ozonised water.
- Maintenance of Rooms and Offices.

**Finance**

- Explained about the billing system.
- A/C department is also involved in HDFC A/C opening for newly joined employees.
- Fund & Flow management (Income & Expenditure).
- Payment & credit policies.
- Negotiating with the vendors/suppliers for price & more credit.
- Audit reports (Internal & External)

**IT**

- Hierarchy of EDP Dept.
- Software used in CHPL.
- Maintenance of Software & Hardware.
- Property Management Software used by Front Office.
- Point-of-sale use for restaurant.
- Payroll software used by HRD.
• Material Management System – indent for items – used by all the departments as well as stores.
• Accounting package used by Accounts Department, which maintains records for every vendor transaction.
• E-mail facility (internal & external) all the departments have their own E-mail Ids.

Sales and Marketing

• Explained about the Marketing Hierarchy.
• Sales & Marketing office of CHPL.
• Information about other properties/Hotels of CHPL
• Sales & Marketing deals with room sales, F&B outlet etc.

Induction Quiz Test will be done at the end (Online induction Test)
Feedback Forms will be given to all.
A Familiarisation tour of the property

Importance:

• New employees have many questions about their jobs and their new organisation. These questions must be answered quickly and effectively to get employees off to a good start and on the right foot.
• It is natural for new employees to engage in activities such as information and feedback seeking, relationship building, job change negotiating and positive framing of new surroundings in circumstances.