

**OPERATIONAL GUIDELINES FOR DEVELOPMENT OF SKILLED WORK
FORCE BY CLASSIFIED HOTELS**

In August 2009, the Ministry of Tourism launched a special programme called “Hunar Se Rozgar” offering short but quality training courses covering (i) Food & Beverage Service and (ii) Food Production for eighth pass youth in the age group of 18 to 28 belonging to economically weaker sections of the society. In view of the intrinsic merits of the Programme and its pro-poor stress, the response to this programme was extremely encouraging during 2009-10 as most of those passing out found good placements in the hospitality industry.

In order to give boost to this scheme Ministry of Tourism has established partnership with Hotel Association of India and Federation of Hotel Restaurants Association of India for training in classified hotels. Moreover, developing skill labour has been made mandatory for hotels from the date of Classification and the guidelines for Classification / Re-Classification of hotels have been amended. The main goal of this strategy is to synergize the efforts of Ministry of Tourism and the Hotel Industry is skilled workforce for meeting the manpower needs in hospitality sector.

The specific guidelines which have to be complied by the classified hotels are as follows:

- (i) Developing skilled labour through training is mandatory for 1 to 5 Star Deluxe hotels and Heritage properties for which funding will be provided by Ministry of Tourism.
- (ii) Target of persons to be trained annually by hotels will be based on rooms per hotel as follows:

Rooms per Hotels	1st Year No. of persons to be trained	2nd Year No. of persons to be trained	3rd Year No. of persons to be trained	4th Year No. of persons to be trained	5th Year No. of persons to be trained
100+	20	20	25	25	30
50 to 100	10	10	15	15	20
20 to 50	5	5	5	5	5

Hotels with number of rooms less than 20 have been exempted from this requirement

- (iii) The training programme will be conducted to cover any or more of the following skills:
 - (a) Food & Beverage Service 6 weeks
 - (b) Food Production 8 weeks
 - (c) Front Office 6 weeks
 - (d) Bakery and Housekeeping 8 weeks

This list can be amended to add more trades as required.

- (iv) Candidates for the training modules will be minimum 10th pass and upto the age of 28 with knowledge of English.
- (v) The hotels will take the trainees with complete transparency through open advertisement. Ministry of Tourism will bear the cost of the open market rate (not the DAVP rate). The IHM concerned can also issue the advertisement in respect of hotels in the state covered by it.
- (vi) A minimum of ten persons will constitute a training class. Since a hotel with rooms between 20 to 50 will not be expected to have facilities / infrastructure necessary for the conduct of trainings, an arrangement can be worked out between 2 to 5 hotels to conduct this obligatory training (only the theory part) in one cluster and the practical part is carried out in the respective hotels.
- (vii) The Ministry of Tourism will meet the expenditure on certain items of the trainings. For instance, stipend uniforms to a trainee and certification. However, the cost per trainee will not exceed Rs.4,000/- (excluding the advertisement cost).
- (viii) The hotels shall keep a record (both in hard & soft copy) of the candidates trained in a fixed format and send a copy of it to on an annual basis to the concerned Regional Tourist Offices, Government of India. The Industry Association will also track the person/candidate. This record shall be shown at the time of re-classification.
- (ix) Ministry of Tourism will release funds directly to FHRAI/IHHA/Regional Hotel Associations which will tender the Utilization Certificates to Ministry of Tourism.
- (x) Certificates for candidates completing the training successfully will be issued jointly by the hotel and the Principal of the IHM concerned (on behalf of Ministry of Tourism).
- (xi) Wherever possible, a job fair will be organized where the trade be present and the candidates passes out be called for their placement.

Government of India
MINISTRY OF TOURISM
(HRACC Division)

C-I, Hutments
Dalhousie Road
New Delhi - 110011
Telefax: 011 - 23012810

No. 5-HRACC (1)/2000

To

1. The President, Federation of Hotel & Restaurant Associations of India (FHRAI)
2. The President, Hotel Association of India (HAI)
3. The President, Indian Heritage Hotels Association (IHHA)

**Subject: Operational Guidelines for Development of Skilled Work Force by
Classified Hotels under Hunar Se Rozgar**

Sir,

Enclosed please find a copy of the Operational Guidelines for Development of Skilled Work Force by Classified Hotels which are required to be adhered by all the existing classified hotels and those seeking Classification/Re-classification by the Ministry of Tourism under all categories. This amendment will come into force with effect from 1st January 2012.

You are requested to kindly circulate these operational Guidelines to all your members.

Yours faithfully,

(M.R.Pattanaik)
Asstt. DG (H&R)/
Member Secretary HRACC

Encl. as above