



Tips to Foster Ownership in Your Organization

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What is Training ?

An organization's action to develop employees' skills and knowledge that will benefit both sides for their goals.

Training can be done in many forms depending on the needs of the organization, and requires extensive planning beforehand.

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COMPANIES



THE RITZ-CARLTON®



Garuda Indonesia



Allianz 

BreadTalk®

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NIRWANA LOUNGE

Nirwana lounge is one of F&B outlet(bar&lounge) in Hotel Indonesia. Hotel Indonesia is Indonesia's first star hotel and also the best known hotel in Indonesia. After the renovation in 2004 this hotel is reopened again in 2009 under the management of Kempinski.



SKILLS TRAINING

HARD SKILLS

Product knowledge (THEORY): As a server/waiter, bartender or even supervisor class we are required to have **good product knowledge**.

Product knowledge is very important for them to **explain or to suggest something to our guest**. The outlet have to teach about this in order to have **perfect work flow** so there is no need to spend a lot of time trying to ask others to help explaining to guest.

Product knowledge (PRACTICE): In this outlet all of the employees from the trainee until the supervisor level are sometimes required to **do outside of their job** due to a super crowded situation.

For example as a trainee they will put one as a waiter because it's the most simple job in this division.

But when it comes to crowded situation some are required to go inside the bar and help the bartender or even in charge in the bar so it means that they have to **multitask**.

Serving skill: In order to be good in this outlet, they are required to have a very good serving skill. For example knowledge about service sequence, how to bring a tray, how to serve to a guest, how to adapt when we need to etc.

SOFT SKILLS

Intrapersonal skill :

In F&B service you will have contact with lot of guests and each person may have different attitude. So the ability to **manage your emotions** is very important.

You have to be **motivated** all the time, you have to learn to **manage your anger and stress**. You have to always learn from your mistakes.

Interpersonal skill: This is the most important thing that is very crucial but underestimated by some staff.

Actually the point of "service" is how you can understand each other through good communication. It works not only among colleague but to customers/guest.

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Allianz

Allianz is European insurance company headquartered in Munich, Germany. Its core businesses are **insurance and asset management**. As of 2014, it is the world's largest insurance company.

Over 142,000 people (as of December 31, 2015) work within Allianz Group worldwide.

At Allianz, employees' **professional and personal development** is very important to them. Allianz guide employee on their **career development path and help employees grow up skill**.

They are fostering **mobility culture** for developing talents. They encourage their employees to **work in different Allianz entities across geographies, functions and levels**.

That way, they can **improve their skills in different assignment situations** depending on their skills and expertise.

For example, they expect the talents willing to become **senior leaders** to work in at least two different functions, two geographic locations, or to have working experience in different Allianz entities.

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BreadTalk®

Founded in 2000, **the BreadTalk Group** has rapidly expanded to become a distinctive household brand owner that has established its mark on the world stage with its bakery .

Today, with close to 1000 outlets in 17 locales, the BreadTalk Group produces culinary magic for everyday recipes that you savour, uniting people with good taste around the world.

With global staff strength of 7,000 employees, the Group operates more than 850 bakeries.



Breadtalk strives to deliver **high and consistent standards** of products to their customers. Employees undergo **hands-on training** at the various Breadtalk outlets.

Training ranges from **bread packing** to **servicing customers** at the front line.

Staff in the management level is constantly sent for related **development courses** as the firm believes that training is important.

With the ease of employment of foreign workers, Breadtalk ensures that the foreign employees are given time to adjust to the culture in Singapore and to settle in comfortably.



Employees are encouraged to be **creative and think out of the box**. The main duties of an outlet manager extend beyond ensuring that the **sales target is reached and to answer to its management**.

It also entails **planning a career development path** for its entire staff to **grow with the organization**.

He is also in charge of **developing a service culture** to enhance the group's image and increase customer's loyalty.

To top it off, the manager has to **create a fun and enjoyable environment** for staff to work in.

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to provide the finest
service and facilities
guests who will always
a warm, relaxed, yet
finest ambience.
The Carlton experience
in the service, meeting
and fulfills even
unexpressed wishes
needs of our guests.

The Ritz-Carlton Hotels



These "Gold Standards" of The Ritz-Carlton hotels that are applied to ALL of their hotels are called : The Sixth Diamond , Employee Promise , The Credo , Motto , Three Steps of Service , Service Values .

The Ritz-Carlton Hotel Company is part of the Marriot Hotel Chain , which is the largest hotel chain company in the world. They have 91 luxury hotels and resorts around 30 countries in the world , with around 38,000 employees .

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