



**hats**

HOSPITALITY AND TOURISM SKILLS



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**MERAKI**

Consult-Deliver-Learn

## Recruitment & Retention webinar series

### Training & Development - Supporting your existing Team

*“Give them somewhere to go and a way to get there”*

Karen Healy, Learning & Development Consultant / [Meraki.ie](https://www.meraki.ie)

# Quality Training & Support for your People





- **Why Learning and Development?**
- **The Guest Experience**
- **Empowerment & Trust**
- **Service Standards; Sought Experiences**
- **Culture: How one impacts the other...**
- **How to make it happen!**



# Why is L&D so important?

GIVE AND GET!

MOTIVATION

EMPLOYER  
BRANDING

CUSTOMER SERVICE

SUCCESSION  
PLANNING





# The Guest Experience

## The Guest Journey!

- *Creating memorable guest experiences*
- *People interactions*
- *Return guests*
- *Positive reviews*



# Empowerment & Trust

## The Team Member Journey!

- Culture
- Teamwork
- Engagement
- Accountability
- Autonomy
- Confidence
- Opportunity



# Service Standards: Sought Experiences

- *Consistency*
- *Confidence*
- *Satisfaction*
- *Expectations met*

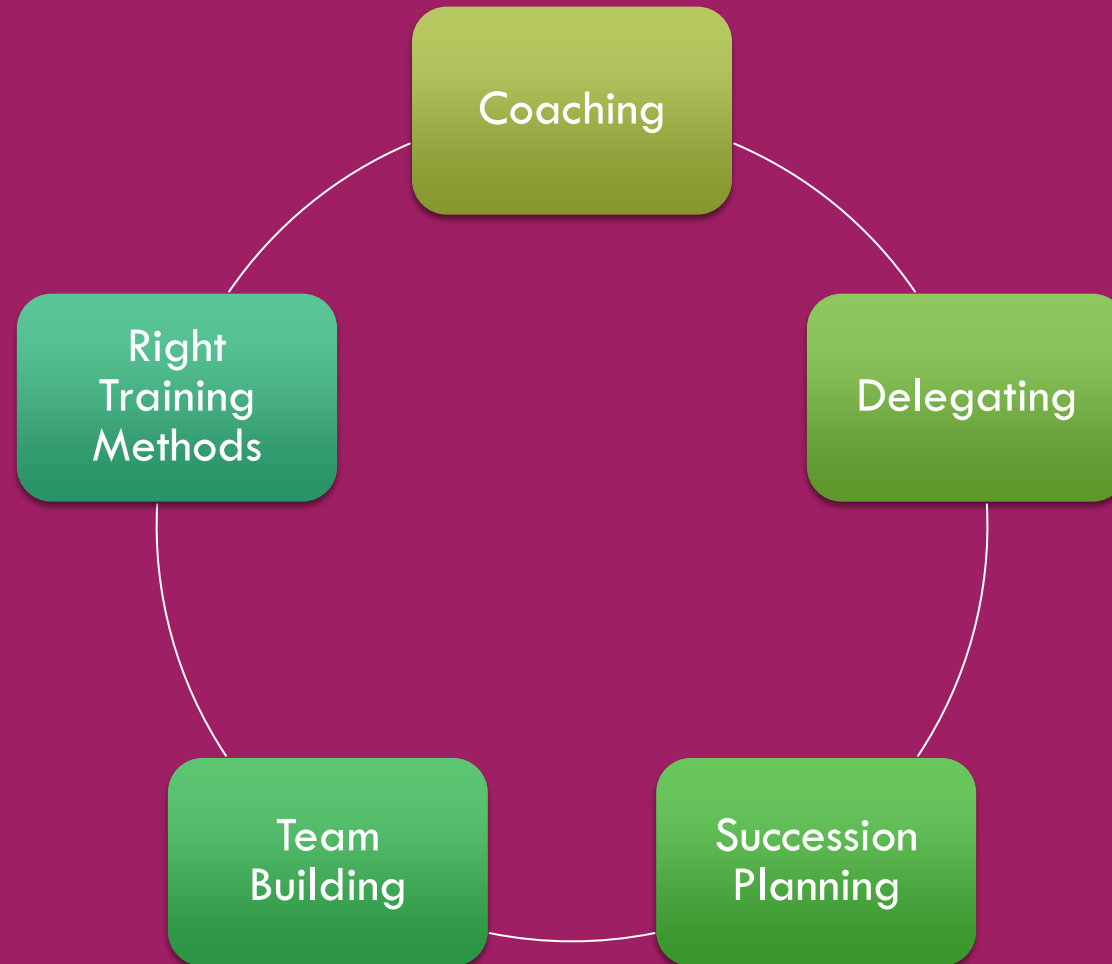


The word "Culture" is written in a dark grey, elegant cursive font. It is surrounded by several yellow five-pointed stars of varying sizes. Below the word is a thick, horizontal yellow brushstroke that tapers at both ends. A soft, grey shadow is cast beneath the brushstroke and the word.

Culture



# How to make it happen...



# The 70:20:10 Model



**70%**

**LEARN & DEVELOP  
THROUGH EXPERIENCE**

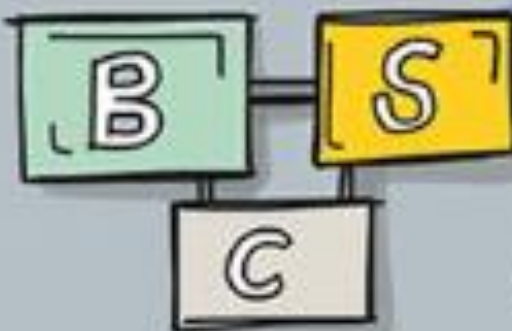
**20%**

**LEARN & DEVELOP  
THROUGH OTHERS**

**10%**

**LEARN & DEVELOP  
THROUGH STRUCTURED  
COURSES & PROGRAMS**

Time



BALANCED SCORECARD



SCOPE

# PERFORMANCE APPRAISAL



IMPROVEMENT





# Learning & Development Solutions



Cross Exposure

Development Courses e.g., Train the Trainer/ Supervisory Training etc.

External Training i.e., coffee training/ wine training etc

Visiting competitors/ suppliers

Executive Summaries

Blogs to follow and present back on

Magazines to read

Special projects

# The Important Bits

Consider your organisational culture

Individual training plans for all team members

Job rotation and cross exposure takes place regularly

Making it happen!

# Supporting Documents



Template for Career Development Plan



Suggestions for learning interventions



Podcasts and TedTalk suggestions to widen knowledge





**What questions do  
you have?**

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