

CORE TRAINING - HOTELS

DAY 1 - Continuous Improvement and Joint Problem-Solving in Your Workplace

10 October 2010

8:30 - 9:00 am	Registration
9:00 - 10:00 am	Session 1: Greener Business Asia & its benefits <ul style="list-style-type: none"> ➤ Emerging challenges in the Thai hotel sector ➤ Green drivers in the hotel sector ➤ GBA approach and expected benefits ➤ Exercise: Hotel of the Year Competition
10:00 – 10:15 am	BREAK
10:15 - 12:00	Session 2: Continuous improvement and joint problem solving <ul style="list-style-type: none"> ➤ Continuous improvement ➤ Measure to manage, measure to improve ➤ Exercise: 5 Problems
12:00 – 13:00	LUNCH
13:00 – 14:00	Session 2- continued: Continuous improvement and joint problem solving <ul style="list-style-type: none"> ➤ Problem-solving: a structured process ➤ Joint-problem solving tools & techniques ➤ Exercise 1: Brainstorming- a hundred reasons to stay at your hotel ➤ Exercise 2: A case for creative problem solving
14:00-15.30	Session 3: Worker-Management cooperation <ul style="list-style-type: none"> ➤ Benefits of workplace cooperation ➤ Exercise: Switch sides! ➤ Principles for better cooperation at your workplace ➤ Exercise: Self-assessment and fishbone for one workplace cooperation problem
15:30 – 15:45	BREAK
15:45 – 17:00	Session 4 Boosting Guest satisfaction <ul style="list-style-type: none"> ➤ Key concepts – service quality ➤ Service empowerment ➤ Exercise - Boosting guest satisfaction ➤ Green Improvement Teams
17:00	End of Day 1

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DAY 2 - Green Efficiency at Your Hotel

11 October 2011

09:00 - 11:00	Session 1: Efficiency and Green Efficiency <ul style="list-style-type: none"> ➤ Business and environmental dimensions to efficiency ➤ Resource use – why care? ➤ Exercise: Debate ➤ Benchmarking and measuring for efficiency ➤ Green efficiency tools: checklists ➤ Exercise: Developing better checklists
11.00 - 11.15	BREAK
11:15 – 13:00	Session 2: Towards Greener Workplaces: Good Housekeeping and the 5S <ul style="list-style-type: none"> ➤ Good housekeeping and its links to efficiency and improved workplaces ➤ The 5 S ➤ Exercise: Spot opportunities for energy saving in a guest room ➤ Good practices in hotels ➤ Exercise: Green checklists for your hotel operations
13.00 – 14.00	LUNCH
14.00 - 15.30	Session 3: The 3R: Reduce, Reuse and Recycle <ul style="list-style-type: none"> ➤ The 3 R approach and the waste hierarchy ➤ Rethink: measuring and monitoring waste generation ➤ Reduce, Reuse and Recycle ➤ Good practices ➤ Exercise: Applying the 3 R
	BREAK
15:45 – 17:00	Acting for improvement: Green Improvement Plan Day 2 Mini-workshop
17.00	End of Day 2

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DAY 3 - Workplace Issues and Environment

12 October 2012

09:00 – 10:15	Session 1: Workplace relations, rights and responsibilities <ul style="list-style-type: none">➤ Activity: joining efforts- the tallest paper building➤ Labour relations systems and processes➤ Relations at the workplace➤ Understanding conflicts at the workplace➤ Exercise: SWOT analysis: relations at your workplace
	BREAK
10:15-12.00	Session 2: Occupational Health and Safety – Level 1 <ul style="list-style-type: none">➤ Risk mapping➤ Hazard identification and categorization➤ Hazard Management Strategy: an introduction➤ Joint Occupational Health and Safety Committee➤ Exercise: Using HMS to deal with a chemical hazard
12:00-13.00	LUNCH
13.00-14.30	Session 3: People and organizations for continuous improvement and service excellence <ul style="list-style-type: none">➤ Exercise: what is important to hotel staff?➤ Human Resource Management - main principles➤ Job quality & Service Quality
14.30-14.45	BREAK
14:45-17.00	Acting for improvement: Green Improvement Plans - Workshop
17.00	End of the core training

ELECTIVE SESSIONS - HOTELS

Energy efficiency	
	<ul style="list-style-type: none"> ▶ Approaches to energy conservation: housekeeping, process improvement , machine change ▶ Energy conservation & A/C systems ▶ Energy conservation & boilers ▶ Energy conservation and lighting systems ▶ The Business Case for Energy Saving Measures ▶ Good practices
Waste Management	
	<ul style="list-style-type: none"> ▶ Recap: The 3 R ▶ Waste minimization and green purchasing ▶ Waste minimization & reuse options ▶ Waste recycle and recovery ▶ Good practices by hotel area
Green Procurement	
	<ul style="list-style-type: none"> ▶ Green procurement: key principles ▶ Environmentally friendly purchasing criteria ▶ Eco-labels and green procurement ▶ Comparing options
Water Management	
	<ul style="list-style-type: none"> ▶ Introduction to water management in hotels ▶ Water conservations in hotels: principles and techniques ▶ Water conservation options by hotel areas ▶ Waste water treatment systems ▶ Good practices

Occupational Health and Safety- Level 2	
	<ul style="list-style-type: none"> ▶ OSH Requirements for hotels ▶ Using a OSH checklist in hotel workspaces ▶ Risk Assessment & Hazard Management Strategy: further applications
HR & Service Quality	
	<ul style="list-style-type: none"> ▶ Introduction to Service Quality ▶ Service quality criteria and measurement ▶ Service quality improvement ▶ People for service excellence

Trainers and resource persons – Core and elective sessions

- ✚ Piyanart APITHAMBUNDIT, Lecturer, Prince of Songkla University, Faculty of Hospitality and Tourism
- ✚ Somjate SRIRABAI, Lecturer, Prince of Songkla University, Faculty of Hospitality and Tourism
- ✚ Charles BODWELL, ILO Enterprise Specialist
- ✚ Camilla ROMAN, ILO GBA Project Coordinator
- ✚ Benjamin LEPHILIBERT, Trainer Environmental Certification for Hotels
- ✚ Nate-Tra DHEVABANCHACHAI, Lecturer, Mahidol University
- ✚ Sudthida KRUNGKRAIWONG , Labour Specialist, Ministry of Labour
- ✚ Narongsak CHAIYASIT, Ph.D. Environmental Engineer
- ✚ Phongkarn PIAMSUTITAM, Engineer & Energy Auditor