

Chapter 1 Outline

Hospitality Today
 Today's Work Force
 Training and the Strategic Plan
 Technological Changes
 Creative Training
 Learning Organizations
Adult Learning Principles
Promoting Training
Training Issues of the Twenty-First Century
 Negligent Training
 Diversity
 Globalization
Career Options in Hospitality Training
 Department-Level Trainers
 Property-Level Trainers
 Regional and Corporate Trainers
 Other Training Professionals

Competencies

1. Describe the effects such factors as the work force, strategic planning, and technology have had on the hospitality training industry. (pp. 3–11)
2. Explain how the principles of adult learning apply to training and development in the hospitality industry, and describe how trainers can promote training within their organizations. (pp. 11–12)
3. Explain how training and development activities are affected by issues such as scheduling, negligent training, cultural diversity, trainee disabilities, and globalization. (pp. 12–22)
4. Identify the duties and responsibilities of training positions at the department, property, and regional/corporate levels. (pp. 22–28)