

Facilitator- Front Office Assistant (FOA), Tata STRIVE

Tata STRIVE is an initiative of the TCIT, aimed at actively bridging the gap between vocational education and industry needs. Tata STRIVE runs various programmes to skill the youth from underprivileged backgrounds enabling gainful livelihood for each aspirant differentiated by its innovations in technology, pedagogy and methodology.

Designation	Facilitator – Front Office Assistant (FOA)
Openings	1
Objective	<p>This position demands</p> <ul style="list-style-type: none"> - Training students at Tata STRIVE Skill Development Centre - Delivery and continuous improvement of training programs; collating and sharing feedback about the training program; develop reinforcements and evaluate outcomes - To instruct and facilitate learners (who are school & College drop outs) in classrooms and workshops - -To impart World Class Skills in assisting for Front office management. - Make people employable - Deliver curriculum as designed by the team - Support in the holistic youth development process along with training them on nuances of Hospitality sector
Major Deliverables	<p>Create and maintain a positive and professional learning environment</p> <ul style="list-style-type: none"> • Motivate trainees through effective training methodologies both in group and individual classroom dynamics • Utilize a variety of the training methodologies, techniques, concepts, learning tools, and practices to ensure maximum effectiveness of training delivery, as per the framework provided • Conduct specific training needs assessments to support the design, development and delivery • Monitor and measure effectiveness of training programs and provide necessary feedback to the corporate team for necessary changes when required • Partner with students in their learning process and ensure positive impact on the scorecard • Support mobilisation team for mobilising learners • Performs other related duties as assigned or requested • To conduct classroom and practical assessments for the learners and evaluate their performance
Reporting To	Centre Manager
Locations	

Essential Attributes	<p>Any Graduate, candidate having a degree / diploma in Hotel Management in Hospitality/Tourism/Hotel Management or equivalent will be an added advantage. First Class Pass (Regular full time course candidates) will be given preference.</p> <p>At least 3 year(s) of working experience in 4/5 Star Category Hotel in Front Office is required for this position. Out of which 1 year should be in a supervisory position.</p> <p>Experience in of Departmental Learning Coordinator/ Training and Development/ Departmental Training is a must.</p> <p>Excellent English communication Skills. Fluent in Hotel English and phraseology.</p> <p>Good Networking in City Hotels. Assess Placement Demand, Organize Placement Drive</p>
Desired Attributes	<p>Knowledge of Departmental SOPs</p> <p>Hands on experience in managing Front Office</p> <p>Familiar with vocational training industry & various skill development programs</p>

Qualification	<p>Any Graduate, candidate having a degree / diploma in Hotel Management in Hospitality/Tourism/Hotel Management or equivalent will be an added advantage. First Class Pass (Regular full time course candidates) will be given preference.</p>
Desired Experience(years)	<p>At least 3 year(s) of working experience in 4/5 Star Category Hotel in Front office is desired.</p> <p>Hotel Operations Trainee/ Management Trainees/ Managerial/ Supervisory experience will be given preference</p>