

Exploring the Vital Role of Cross Training in the Hotel Industry

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Abstract: *The key to success in the hotel industry is providing outstanding service while accepting the likelihood of employee churn and emergencies. Cross-training employees can help hospitality organizations succeed by producing adaptable "utility players" who can perform a variety of tasks, from front desk to maintenance. This strategy encourages cooperation, increases output, ensures sustainability, and makes succession planning less complicated. However, resistance and comfort zones might act as obstacles. Overcome these by offering assistance to personnel during changes and listening to their worries. In the end, cross-training develops an adaptable, resilient staff, boosting the visitor experience and supporting the hospitality industry's basis.*

Keywords: Cross training, sustainable workforce, staff involvement, inter departmental training.

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