

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.

I. INTRODUCTION

The key to success in the hotel sector is service. As a manager or owner of a hospitality company, you are aware that the client experience is crucial. Employee turnover, vacations, illness, and other emergencies will inevitably occur, making it necessary for additional team members to contribute. As a result, pigeonholing individuals into one function may backfire. You can have the equivalent of a baseball "utility player" someone who can play all positions at your disposal if you take the time and effort to teach your team to serve the company in various capacities.

The reality is that the hospitality sector has a high turnover rate, despite it being often uncomfortable to think about. Recognize this particular industry difficulty, adapt by cross-training staff, and you'll reap the rewards of a company that can run smoothly even in the most trying situations. For instance, educating a hotel front desk employee to perform additional duties, such as room attendant, housekeeping, meal preparation, maintenance, sales, etc., ensures the company is always open for business. Even though they might be reluctant at first, your staff will ultimately become more valuable and productive as a result of taking on new roles. Make it obvious that maintaining employment requires a willingness to learn new positions.

Here are some benefits of cross-training: increases employee collaboration, provides a significant return on investment. creates sustainable workforce, increases staff involvement, boosts output and effectiveness, makes businesses more flexible, flexible scheduling is established. makes succession planning easier

Cross-Training's Drawbacks and How to Avoid Them

Although staff cross-training benefits hospitality organizations overall, there are certain drawbacks. Some workers can be unwilling to take on additional duties beyond those of the position they were originally hired for. Your staff might not want to leave their comfort zone to gain new skills because cross-training necessitates mastering a new learning curve. These issues can be resolved by initially supporting your staff as they transition to new jobs, although briefly.

Your team will be considerably more responsive if you present your cross-training initiatives with grace. Even though most workers view cross-training negatively and workloads are already high, simply acknowledging these issues is frequently sufficient for the good of the group and the overall organization. (Harri, 2023)

Objectives:

- To study Cross -training concept in the Hotel Industry.
- To learn its importance.

II. LITERATURE REVIEW

The authors' research demonstrates that pre-emptive-resume policies that allow for methods deliver the greatest call quality. The outcomes also show that agents that only receive restricted cross-training in two abilities per agent perform noticeably better. However, in order to significantly improve, more cross-training at three skills per agent is required.

(Balcioğlu, 2009)

According to the study, adding one machine to each department and giving one or two employees from each department cross-training in a new skill is typically enough to reap the majority of the benefits of cross-training. In most workshops, cross-training is therefore advantageous, unless the cost of the basic training and backup machinery is significant. The findings also demonstrate that enhancing machines' value and the distribution of cross-training among more workers are both preferable to training a small number of workers with more specialized abilities. **(Yang, 2007)**

According to authors, teaching employees to handle various activities helps increase their workforce's adaptability to changing workloads. Cross-training can, however, be expensive, time-consuming to implement, restricted by the learning capacity of the individual, and might result in doubt over job responsibilities. Since cross-training requires a lot of training time, it must be implemented as effectively as possible and in a way that is resistant to system changes.

(WILLIAM C. JORDAN, 2010)

When demand streams are negatively associated, the author claims that cross-training efficiently pools various demand streams, enhancing service levels and increasing productivity. However, those advantages are only temporary when services run for a longer period of time because workers take their knowledge with them after their shift is over. In extended hour service operations with uncertain demand and staff attendance, this study investigates how decisions about cross-training and workforce management impact labor costs and service levels. **(Easton, 2011)**

The author claims that cross-Training is a useful training technique that encourages employee motivation and problem-solving. Employees can be encouraged to learn more about all facets of the company through a strong cross-training program, and they can step in at any time to assist other departments when they need it. The availability of qualified employees to deliver, run, and manage the tourist product is essential for the survival and competitive advantage of the tourism industry, a labor-intensive service sector. Cross-training is promoted as a learning opportunity with the primary goals of increasing employee motivation, decreasing attrition, and boosting industry production. **(Abuharris, 2014)**

Results showed that cross-training of hotel department workers in other departments or within the different tasks within the department is very important, according to the authors. Results also indicated that greater work performance, staff retention, and service quality can be attained through the use of an efficient cross-training technique. **(Abdien, 2017)**

III. METHODOLOGY

Academic publications, industry reports, social media, internet review sites and databases pertaining to the hotel and travel industries were employed in the study's secondary data gathering.

IV. FURTHER RESEARCH SCOPE

While it is acknowledged that cross-training can have a variety of advantages, more thorough research is required to assess the efficacy of different cross-training programs. To determine which cross-training strategies are most effective, studies that examine the effects on worker performance, customer happiness, and overall business success are needed.

V. CONCLUSION

The key to success in the hospitality sector is identifying and resolving its particular issues, especially high turnover rates. These difficulties can become opportunities by cross-training workers to become versatile contributors. Businesses in the hotel industry can benefit from enhanced collaboration, efficiency, and resilience by encouraging a culture of adaptation and constant learning. Even if there can be early opposition, a supportive approach can get beyond these challenges and eventually help the team and the organization. Cross-training proved to be a crucial technique for delivering a seamless and great visitor experience in a sector where exceptional service is key.

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