



VENTIVE HOSPITALITY LIMITED

(Formerly known as “Ventive Hospitality Private Limited” and
“ICC Realty (India) Private Limited”)

TRAINING & SKILL DEVELOPMENT POLICY

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1. Introduction

At Ventive Hospitality, we recognize that a knowledgeable and skilled workforce is vital to delivering exceptional service and achieving long-term success. This Training & Skill Development Policy outlines our commitment to continuous learning and professional growth for all employees.

2. Objectives

This policy aims to:

- Enhance the technical, operational, and soft skills of employees.
- Build leadership and succession pipelines within the organization.
- Promote a culture of continuous improvement and learning.
- Ensure compliance with industry regulations and safety standards.

3. Scope

The policy applies to all employees of Ventive Hospitality including full-time, part-time, and contractual staff across all departments and properties.

4. Training Areas

4.1. Orientation & Onboarding

- Conduct structured onboarding sessions for new hires.
- Introduce company values, culture, and service standards.
- Provide essential training on roles, systems, and property tours.

4.2. Job-Specific Skills

- Deliver hands-on training relevant to job roles such as housekeeping, culinary, front office, food & beverage, and maintenance.
- Provide refresher courses to reinforce standards and improve performance.

4.3. Customer Service & Soft Skills

- Offer training in communication, problem-solving, emotional intelligence, and guest interaction.
- Conduct multilingual workshops based on customer demographics.

4.4. Leadership & Management

- Identify high-potential employees for leadership development.
- Organize workshops on team management, conflict resolution, and strategic thinking.
- Encourage participation in external leadership programs.

4.5. Compliance & Safety

- Train all staff on fire safety, food hygiene, first aid, and other statutory requirements.
 - Conduct mock drills and periodic safety briefings.
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5. Training Methods

- **In-house Workshops** led by department heads or expert trainers.
 - **E-learning Modules** for flexible, self-paced learning.
 - **On-the-Job Training (OJT)** with performance evaluations.
 - **External Programs** including industry seminars, hotel school courses, or vendor-led training.
 - **Cross-Training** to improve interdepartmental understanding and flexibility.
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6. Roles and Responsibilities

- **HR Department:** Develop training calendar, maintain training records, and coordinate logistics.
 - **Line Managers:** Identify training needs and support team participation.
 - **Employees:** Participate actively and apply learned skills on the job.
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7. Monitoring and Evaluation

- Track training attendance and completion.
- Evaluate effectiveness through feedback, performance assessments, and guest satisfaction metrics.

- Regularly review skill gaps and update training programs accordingly.
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8. Policy Review and Amendment

This policy will be reviewed annually or in response to changes in operational needs, regulations, or strategic direction. Amendments must be approved by the senior management team.