

2014 Trends in Hospitality Training & Development Report

by TDn2K & CHART

About



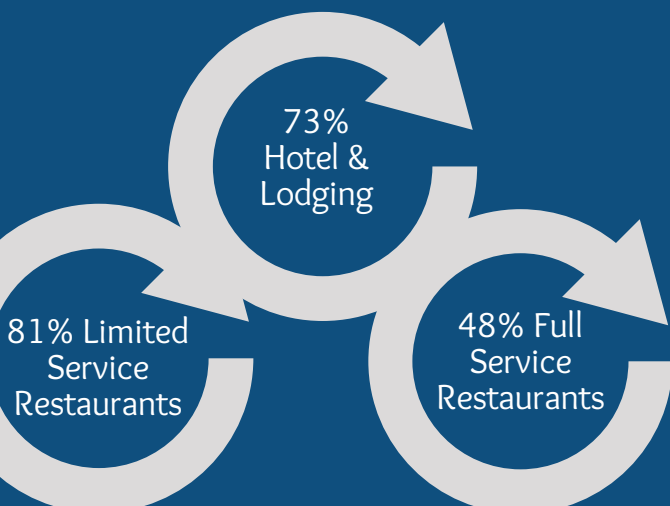
TDn2K & CHART have produced the latest research on restaurant and hospitality training and development trends. The study benchmarks training and development practices in the areas of learning investments, learning hours per employee type, delivery methods, instructional design, content areas, e-learning practices, and internal versus external resources.

Top Training Topics

(% of training time for hourly employees)

Basic Job Skills	46%
Customer Service	20%
Culinary Skills	9%
Food Safety/Sanitation	5%
Workplace Safety	4%

Percentage of hospitality companies offering e-learning training



Hospitality Training Today

- 25% of training departments report directly to the CEO/President
- Increasing the budget to train certified trainers can reduce turnover by an average of 25%
- Restaurants that spend 4+ hours on new hire orientation have on average 20% lower turnover
- Median length for new hourly employee orientation is 3.5 hours. 20% of companies offer 2 hours

Multilingual Matters



Percentage of hospitality companies offering training in Spanish



Tweetable Takeaway

“ Giving a little additional orientation time (4 or more hours) helps employee turnover by nearly 20%! #CHARTATL

By:  **TDn2K**
Transforming Data Into Knowledge

Questions?
sarah.atkinson@tdn2k.com


CHART
Council of Hotel and Restaurant Trainers