



Sustainable
Hospitality
Alliance

Employability programme

Enabling vulnerable people with
skills in hospitality to start a
fulfilling career



Responsible hospitality for a better world

About our employability programme

We work with local non-profits and hotels to offer a three-month employability training, consisting of:



Core employability skills training

Setting: In classroom
Term: One month

Practical Skills Training

Setting: In hotel
Term: Two months

Employment support

After graduation, trainees are assisted to find jobs in the industry



We welcome hotels to participate as practical skills partners and support people in their communities to build a better future.



Who we help

We enable young people and those from particularly vulnerable backgrounds to get started in their careers by leveraging the power of the hospitality industry.



15 years

experience running
employability programmes

6,000+

young people taken
part in our programmes



200 hotels

participated in our
programmes

How it benefits your hotel

- Hiring managers get to know motivated potential **local employees**.
- Reduced **staff turn-over**.
- Reduced **recruitment cost**.
- Improving department **DEI** targets.
- Improved **staff capacity** to work with a diverse group of people.
- Direct engagement with the most marginalised groups in the **community** where hotels operate.

What the hotels are saying...

99%

hotels said it helped them **build a pipeline of work-ready talent**

97%

hotels said it **boosted staff performance and morale**

91%

hotels said it helped **meet CSR targets and improve reputation**

*data from 2016 Global Programme Assessment

What's involved?

Time commitment from your hotel

- HR manager: **8 hours** spread over a number of weeks
- Department staff: **8 weeks** to oversee practical training in F&B, culinary or housekeeping

Delivering practical skills training

- Join in **selecting trainees** and introduce them to working at entry level in a hotel.
- Select **number of trainees** to join your hotel for practical skills training.
- Set **own training objectives** and schedule.
- Provide **uniform and duty meals** to trainees during two-month training period, and where possible health insurance and basic stipend.



The Alliance and local implementing partners are here to guide you every step of the way

**Supported by the
Alliance and local
non-profit partners**



What our not-for-profit partners provide

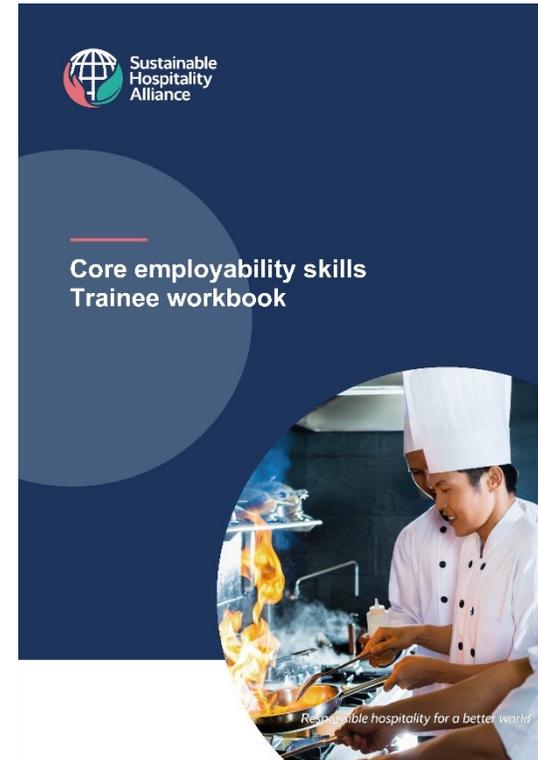
- **Training hotel staff** to build capacity for working with people with a particular vulnerability.
- **Identification and selection of potential trainees**, based on attitude and interest in formal employment in the hospitality industry.
- **Delivery of core soft skills employability training** (classroom-based).
- **Placement of trainees for practical training** in co-ordination with the Alliance and hotels.
- **On-going support to trainees** during practical training.



What the Sustainable Hospitality Alliance brings

Working closely with both the not-for-profit partners and hotels, the Alliance provides:

- **Core employability skills curriculum** developed with hospitality industry expertise.
- **Collaborative strategy** and design for each project.
- Support in **adapting the programme** for each community context.
- **Co-ordination** across partners.
- **Problem solving** during delivery, maintaining quality and aggregating learning.
- **Communications** related to programme achievements and impact.



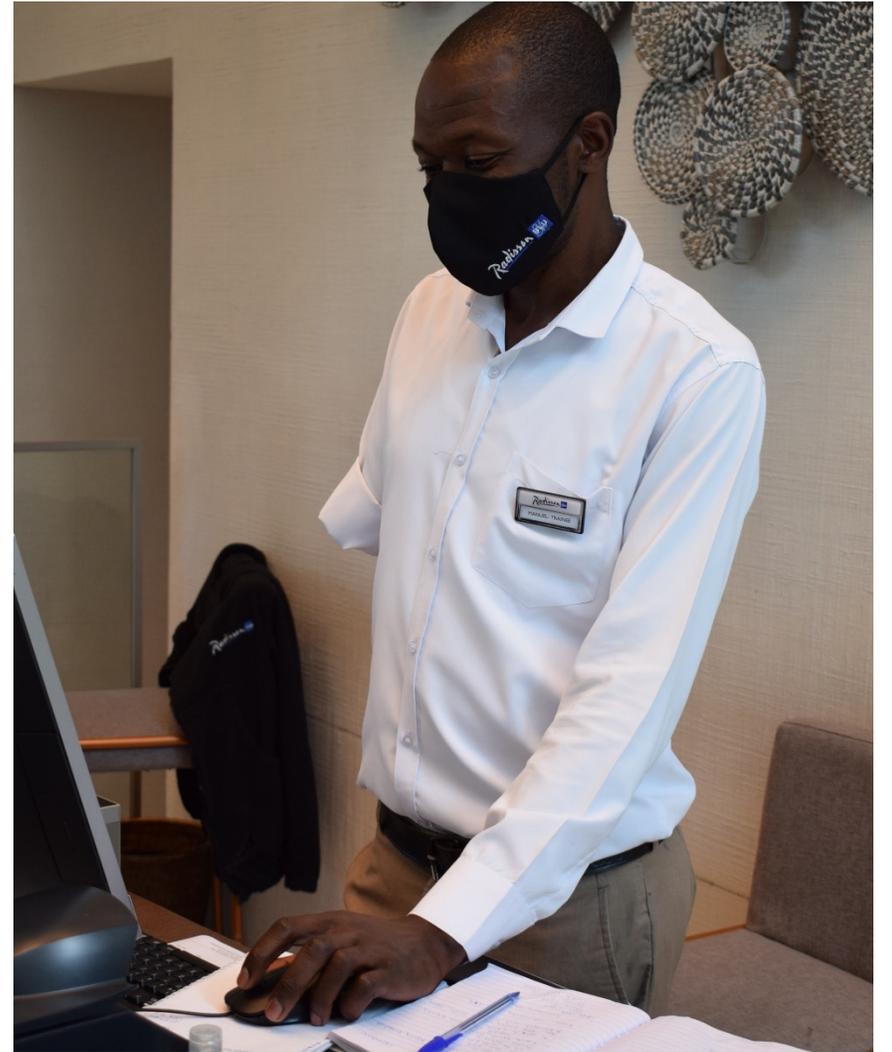
Hear from our participants



A word from a participating hotel...

“We had two people who came into the Front Office Department for practical training. I was speaking to a guest to check if everything was ok. She mentioned how she had a conversation with one of our trainees, Manuel, who has a disability. She said having spoken to Manuel gave her a sense of understanding disability considering her daughter who is 13 years old was born without an arm. She said Manuel encouraged her a lot. We are proud to have partnered with Sustainable Hospitality Alliance.”

Dora Mshai, Radisson Blu Hotel and Residence, Nairobi



Hear from our students...



“I had a dream to work at a hotel and now that is coming true, how fortunate. I hope I can continue my training and become a chef.”

Sachini, Sri Lanka



“The programme has helped me to be different, to be a pioneer and a leader in the hospitality sector.”

Oluwamayowa Eleanor Boyo, Nigeria

See their stories...



Monicah, who is deaf, was able to develop her passion for baking as a pastry chef. Her journey explores how all the kitchen team have learned a lot from the experience.

[Click here to view her story](#)



Manuel, who lost his arm in an accident, now works as a porter. His story explores how through his motivation and determination he was able to start a new life.

[Click here to view his story](#)

About the Sustainable Hospitality Alliance



Using the collective power of the industry to deliver impact locally and on a global scale



15 
leading hotel
companies

 **35,000**
hotels

30% 
of the global
industry by rooms

Driving collaborative action to enable the hospitality industry to have a lasting positive impact on **our planet** and **its people**

We commit to drive continued action on:

Human rights

Employability

Equity,
diversity and
inclusion

Climate action

Water
stewardship

Responsible
resourcing

Join us and be part of the programme

Please write to:

info@sustainablehospitalityalliance.org

www.sustainablehospitalityalliance.org



Responsible hospitality for a better world

Sustainable Hospitality Alliance is a registered charity in England and Wales (1188731)
Company limited by guarantee (12373950)