



An Internship Report On

An Evaluation of Training & Development Practices of Dusai Resort & Spa

Daffodil International University

Date: 16th April 2024

An Internship Report On

***An Evaluation of
Training & Development Practices of
Dusai Resort & Spa***

Submitted To

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Submitted By

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LETTER OF TRANSMITTAL

16th April, 2024

Dr. Mohammad Shibli Shahriar

Professor

Department of Business Administration

Daffodil International University

Subject: Report on “An Evaluation of Training & Development Practices of Dusai Resort & Spa” submitted as part of the internship.

Dear Sir,

I sincerely appreciate the opportunity to prepare my internship report focused on “An Evaluation of Training & Development Practices of Dusai Resort & Spa.” Throughout this report, I have explored the comprehensive training and development strategies employed by the resort. My goal was to create a report that is both relevant and accurate, potentially serving as a resource for Dusai Resort to enhance its future training efforts. I could not have accomplished this without your invaluable guidance and support. I hope you will overlook any mistakes I may have made. It would be a remarkable achievement for me if you find my report informative.

Sincerely Yours,

Sakib Nawaz

222-14-489

Masters of Business Administration

Daffodil International University

LETTER OF DECLARATION

I, Sakib Nawaz, hereby declare that the document titled "An Evaluation of Training & Development Practices of Dusai Resort & Spa," submitted to Daffodil International University, is my original work. This research was conducted and compiled independently, under the supervision of Dr. Mohammad Shibli Shahriar, Professor at the Department of Business Administration, Daffodil International University, and accurately reflects my own findings and analysis. I affirm that this document represents my sole contribution and has been prepared exclusively for academic purposes as part of my MBA coursework.

Yours Sincerely,



.....
Sakib Nawaz

ID: 222-14-489

MBA Program

Daffodil International University

LETTER OF ACCEPTANCE

This document confirms that Sakib Nawaz, identification number 222-14-489, enrolled in the MBA Program, is an active student at Daffodil International University's Business Administration Department. The research paper titled "Assessment of Training & Development Approaches at Dusai Resort & Spa" has been successfully completed.



Dr. Mohammad Shibli Shahriar

Professor

Department of Business Administration

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ACKNOWLEDGMENT

I express my sincere gratitude to Allah, the Most Merciful and Benevolent, for providing me with the strength and ability to successfully complete this report. My deepest thanks go out to all the individuals who provided me with the opportunity to finalize this report. The successful completion of this report would not have been possible without the support of several kind-hearted individuals who generously devoted their time to offer guidance during the project. I extend my heartfelt appreciation to all those who directly or indirectly contributed to the completion of this report. Firstly, I express my sincere gratitude and respect to my esteemed academic supervisor, Dr. Mohammad Shibli Shahriar, for imparting invaluable guidance in preparing the report. I am profoundly thankful to him for his supervision throughout the internship period. Your guidance and support were indispensable for me to complete this report. Additionally, I acknowledge and appreciate all the respondents for their valuable contributions, participation, and efforts in our survey. I deeply admire all the respondents who willingly invested their precious time in completing the questionnaire. Lastly, I am thankful to everyone for their involvement, patience, and dedication to this project. Once again, I would like to sincerely thank each and every one of you.

Thank you.

EXECUTIVE SUMMARY

Training and development play a vital role in equipping individuals with the necessary skills across various fields. In today's fiercely competitive environment, possessing minimal or no skills poses a significant challenge to survival. Given the evolving landscape of the business world and the increasing array of challenges, effective training and development programs are essential for addressing these obstacles. Human resource management serves as a crucial facilitator in transforming unskilled individuals into valuable assets through the implementation of comprehensive training initiatives.

The primary objective of this report is to assess the effectiveness of the training and development initiatives implemented at Dusai Resort & Spa. It encompasses a background analysis of the industry and organization, shedding light on their historical origins. It outlines the methodology employed to gather data, while highlighting the human resource practices at Dusai Resort that contribute to fostering a skilled workforce. The report delves into the training process and the objectives of the program, addressing the materials utilized, and also includes data analysis derived from an employee survey. The findings reveal existing challenges in the organization's training program, leading to the provision of recommendations for improvement and the creation of a more effective training regimen. Ultimately, the study culminates in a summative conclusion, offering insights into enhancing the internal training process to yield more productive outcomes. Each section within the report serves to provide valuable insights into the organizational training and development procedures.

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Chapter: 01

Introduction

1.1 Background Of The Report

The completion of this report is mandatory to obtain a Masters of Business Administration (MBA) certificate from Daffodil International University. Each student must submit an application for an internship, work in an organization, and produce an internship report to receive the certificate. The prospect of serving as an intern at Dusai emerged as a noteworthy opportunity. Working at Dusai's HR Department revealed that there aren't many significant differences between theoretical HR training & development concepts and real-world HR practices. Consequently, the report is created to display Dusai's Training & Development Procedures.

1.2 Origin Of The Report

As a mandatory component of the MBA Program, a project report must be completed. This project was conducted under the guidance of Dr. Mohammad Shibli Shahriar, a respected Professor of Business Administration at Daffodil International University, has provided the opportunity for students to select a topic of personal interest for the report, and I have chosen the topic of “An Evaluation of Training & Development Practices of Dusai Resort & Spa”

1.3 Purpose of the report

From the viewpoint of the student, an internship or project program aids in the growth of their career by providing them with real-world experience that allows them to explore their interests and build additional skills and abilities. Some of the key purposes of the project program and the study are mentioned below:

- To evaluate and juxtapose the ideas learned in the DIU MBA program with a real-world scenario.
- To introduce myself while enhancing my professional abilities, fortifying my moral fiber, and investigating a variety of employment options.
- To gain a working knowledge of human resource training & development practices, including their activities and operational procedures.

1.4 Objectives of the study

The report aims to provide the reader with a comprehensive understanding of the subject matter being examined and the primary goals that drove the research and preparation of this document. The objectives of my report are broken down into two pieces. They are listed in the following order:

1.4.1 Broad Objectives

The overarching aim was to compile a report regarding “An Evaluation of Training & Development Practices of Dusai Resort & Spa”.

1.4.2 Specific Objectives

The specific objectives are:

- To analyze the training & development practices of Dusai Resort & Spa
- To evaluate the training & development practices of Dusai Resort & Spa
- To identify potential issues within these practices.
- Make necessary suggestions based on findings.

1.5 Methodology of the study

All of the information for this research & study was gathered from two different sources.

They are as follows: -

- Primary Sources
- Secondary Sources

The following basic overview of the data collection and analysis are used to prepare this report:

1.5.1 Primary Sources of Data

The following sources have been used for collecting the primary data, include:

- Primary data has been collected through face-to-face communication.
- Direct observation of the current scenario of HR training practices and activities in an organization.

1.5.2 Secondary Sources of Data

The following sources have been used for collecting the secondary data, include:

- HR Annual report of Dusai Resort & Spa.
- Official website of Dusai Resort.
- Documents of Dusai Resort & Spa.

1.6 Scope of the Report

The study is useful since it can be used to guide policy decisions and academic comparisons. This emphasizes how important it is to follow best practices for human resources when it comes to following the business plan and striking a balance between supply and utilization with anticipated requests. retaining the necessary knowledge, skills, and abilities to successfully complete Dusai's aim while upholding the challenging tasks at all times. This research aimed to assist management in better connecting their HR practices with employee performance evaluation. My access to information about human resources departments is really easy. I concentrate on the practices of human resource management as they exist now.

1.7 Limitation of the Report

The authorities were really helpful, but they were overly focused on giving me enough time to understand the subject. All activities have certain constraints. Additionally, I am subject to a few typical limits while I report.

- The first limitation is that I haven't given a thorough explanation of Dusai's activities because of time constraints.
- Another shortcoming of the research is that it was not able to get current information about the numerous activities of the Dusai Resort & Spa since the resort has a policy of not providing information that may be very helpful.
- Despite the 4-month duration of the internship program, there is not much time to acquire the fundamental understanding of the organizational HR process.
- Dusai Resort & Spa maintains a very busy schedule. So, they are not always able to provide enough time for supporting me to complete my report paper.

Chapter: 02

Overview Of The Organization

2.1 History of The Resort

Dusai Resort & Spa represents the premier world-class 5-star standard boutique Villa Resort & Spa in Bangladesh. Situated amidst a small tropical forest on hillocks adorned with thousands of trees, the resort is bordered by a 1000-foot-long winding lake to the south, and features two expansive fish ponds to the north. Additionally, it is positioned adjacent to the largest collection of tea gardens in the Moulvibazar District, approximately 190 kilometers northeast of Dhaka.

The journey of DuSai Resort & Spa is rooted in Mr. Naser Rahman's personal history and familial roots. Originally, the site served as a garden and vacation retreat for Mr. Rahman, established by his father, a former finance minister, who meticulously cultivated the landscape with lush trees for his children and future generations to enjoy. Following his parents' passing, Mr. Rahman chose to expand the vacation home to accommodate the extended family. Responding to the growing public interest in tourism, in 2010, he made the decision to convert the family retreat into a resort to share the tranquil setting with others. Named in honor of his parents through a combination of their initials (Du+Sai=Dusai), the resort's development journey began in 2009 with the design phase, leading to construction commencement in January 2010. The construction process prioritized the villas, followed by staff accommodation buildings and the central main building areas. DuSai Resort & Spa was officially inaugurated with a soft opening in mid-2012, presenting a getaway destination just a 4-hour drive away from the bustling capital city, Dhaka. Consequently, it gained popularity as a weekend retreat, attracting visitors seeking solace and relaxation. With a focus on enriching the visitor experience, the resort regularly hosts cultural shows and programs on various national holidays, offering guests a glimpse into the vibrant local heritage. Additionally, the landscape has thrived and evolved over the years, enhancing the overall ambiance and ensuring a rejuvenating experience for all patrons.

2.2 Overview of Dusai Resort & Spa

The "Dusai Resort & Spa" is a unique retreat nestled within the tranquil greenery of tea plantations in northeast Bangladesh, marking its place as the pioneering destination resort in the country. Its architecture echoes the ambiance of a tribal village, reflecting the natural contours of the sloping hills. The resort encompasses a range of amenities including accommodations, dining venues, a swimming pool, a spa, conference facilities, and indoor and outdoor sports offerings.

The site layout capitalizes on the natural topography, featuring three shallow hills and valleys. The public section, comprising the reception and convention hall, is situated on the first hill, while the guest rooms are carefully

positioned along the hill slopes to ensure ease of movement. Additional amenities are located towards the valley. Vehicular access terminates in the public area, with the journey to the guest area initiated via foot or electric car. Internal roads and walkways are seamlessly integrated into a circular route, enabling visitors to traverse the entire complex in a fluid circular motion.

The guest facilities are comprised of a central hotel block and standalone bungalows. The two categories of bungalows cater to different preferences, with cottages designed for families in a semi-private setting and deluxe cottages tailored for couples seeking a more secluded experience on the south-facing hill slopes. The service amenities adeptly meld semi-private and private zones, contributing to a comprehensive and thoughtfully designed guest experience.

The Dusai Resort & Spa caters to a diverse array of preferences and purposes, offering an ideal destination for various experiences:

- A serene haven for nature enthusiasts seeking peaceful tranquility
- A sought-after destination for both couples and families
- An alluring and secluded retreat for honeymooners
- An adventurous gateway for exploring the allure of tea gardens and Bangladesh's largest rainforest
- A preferred and well-suited venue for small-scale corporate meetings and conferences

2.2.1 Special Features

2.2.1.1 Prioritizing nature

Nature has always taken precedence over man-made constructions in the resort's aesthetics. The approach to constructing buildings within the contour site and its verdant surroundings prioritized minimal intrusion. By situating the structures low on the hillocks, the focus was directed towards preserving and showcasing the lush greenery in the background. This strategy aimed to harmonize the architectural footprint with the natural landscape, allowing the surrounding greenery to take center stage. Only seven trees were removed from the existing wilderness to the west, and 300 new plants were planted. As a result, the natural ground cover of grass and plants was preserved. Water features were excavated again. Large apertures in the structure that accommodate folding windows allow the outside in and allow residents to take in the breathtaking, unbroken view of the surroundings from their apartments. In its extravagance, nature is not lost but rather fostered.

2.2.1.2 Re-imagining the dream of living in a tea plantation area

The brilliance of this establishment lies in its ability to craft a luxurious resort equipped with modern facilities while preserving its traditional essence. Built structures in a tea plantation area fit seamlessly with the natural surroundings and give way to the current scenery. To show respect for the site, larger constructions were avoided. The complex is blended in with the surrounding tree gardens thanks to the modest design.

2.2.1.3 Linear progression

The site's linear layout gives the sensation of travel. Upon arrival at the resort, visitors begin their tour by making their way across hills on a curved path. Programs are dispersed in the following order: public, semi-private, and private zones. The public area starts at reception and continues into a semi-private area with family-friendly cottages and recreational spaces including a sports arena and swimming pool. It then ends at the spa facilities and offers dining with a view of the golf pudding range. The complex's road circles a courtyard, which is surrounded by villas and leads to a more private area at the end. The end of the complex house's private residential cottages, offering an exclusive retreat.

2.2.1.4 Contribution to the local economy

Local contractors provided some of the brick, cement, and wood needed for the construction, and local laborers worked on the project. Locals make over 80% of the resort's workforce. Additionally, 90% of fresh food is produced and provided locally.

2.2.1.5 Details of Supporting Structures

The compound features guest lodging amenities such as a spa, steam room, and restaurant. Additional services encompass parking, a convention hall, swimming pool, poolside bar, Jacuzzi, gym, business center, laundry facilities, and a boat station.

- **Parking:** There are 55 parking spaces available in a semi-paved, soft green area to the east of the reception. The cars drop off the guests at the reception so they can walk across hillocks to their destination and enjoy the peace of nature.
- **Convention Centre and Motel Wing:** To uphold the serene balance of the resort surroundings, the Convention Centre and Motel Wing are placed behind the reception building as a distinct unit, isolated from the main congregation of convention attendees. It offers residential amenities for 25 visitors in 10 rooms and a fully furnished convention center that can accommodate 70 persons.
- **Spa:** The spa's view of the golf course is serene, which helps visitors relax. Six treatment rooms and a five-person foot spa are included.
- **Restaurants:** Three restaurants, one with air conditioning and the other naturally ventilated, provide dining areas and upscale kitchens for its patrons.
- **Boat Station:** At one end of the lake's serpentine shape, facing each villa, is a structure akin to an open pavilion called Boat Station. Ten boats can dock there.
- **Gym:** At the base of the hill, adjacent to the swimming pool, lies the gym fully equipped to accommodate up to six users.
- **Guest Maid Dormitory:** This resort included the Guest Maid Dormitory in answer to a societal need: young couple families that needed a babysitter to watch their child.
- **Drivers Dormitory:** This is positioned close to the entrance gate to provide assistance to car owners with drivers.
- **Mosque:** Placed near the entrance gate to fulfill the client's request and cater to the local community, in alignment with the owner's devout family background.

- **Swimming pool with deck & sitting** with heating system assisting all age group of guests
- **Childrens Play area** is located in the valley on the other side of spa. It is a cave like concrete structure open towards field for the enjoyment of the guests' children.
- **Golf Lounge and Bar**
- **Utility Building** accommodating substation, generator, boiler etc.

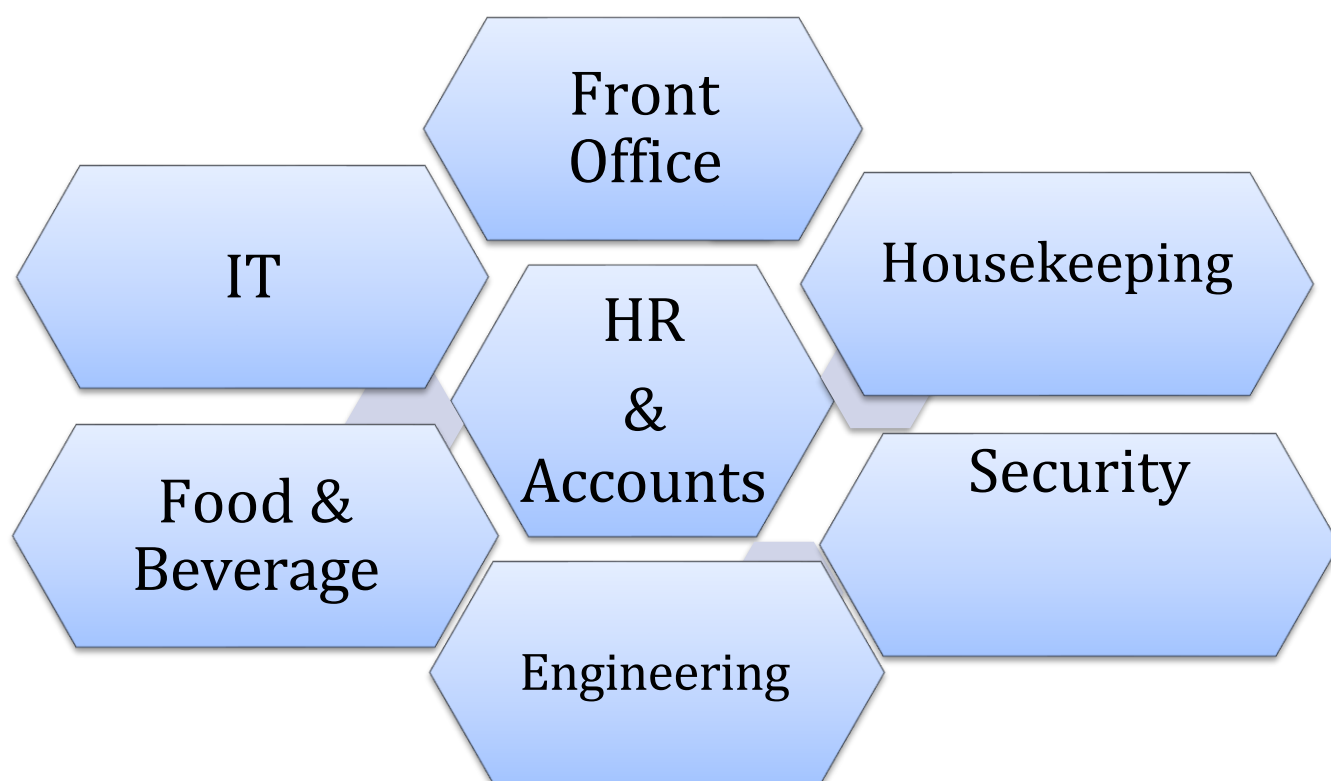
2.3 Mission of Dusai Resort & Spa

Our goal is to offer Bangladeshi families an exceptional vacation experience at a 5-star luxury resort within the country and to deliver added advantages through Dusai Resort & Spa's global partnerships. We are dedicated to delivering the utmost quality and premium amenities at competitive rates. Striving to be environmentally conscious and eco-friendly, we are committed to providing top-notch service to our members while continuously expanding our offerings to provide greater choices both within Asia and internationally.

Vision of Dusai Resort & Spa

We strive to achieve to be the top diving resort operator of choice in the Bangladesh guided by our core values.

2.6 Departments



Chapter: 03

Theoretical Framework

3.1 Human Resource Management

Human resource management, or HRM, is the department inside a business that is responsible for hiring new employees and guiding them. It involves finding, training, retaining, and paying a certain workforce.

It seems that training plays a crucial role in enhancing overall organizational performance, as it is vital to achieving organizational goals by strengthening the interaction between the organization and its workforce (Stone RJ. Human Resource Management 2002).

The Crucial Functions Of HRM

- Planning
- Staffing
- Training and Development
- Motivation

3.2 Human Resource Planning

Historically, organizations have utilized human resource planning to ensure the right person is in the right position at the right time. Human resource planning was mostly driven by line management concerns and was short-term oriented in the past, when environmental conditions were relatively stable and certain. As human resource planners become increasingly engaged in business-related endeavors, they are faced with new and more demanding responsibilities, and may even contribute to the decision-making processes within the company.

3.3 Human Resource Function

Planning, creating, and implementing programs and policies aimed at maximizing an organization's human resource utilization is the responsibility of human resource management. It is the area of management that deals with employees and how they interact with one another within a company.

3.4 Training and Development

Training may be an educational experience that seeks to improve a person's ability to function on the job by looking for a typically constant change in them. We frequently argue that training can involve altering one's knowledge, skills, emotional states, or behavior. It might significantly alter the knowledge and methods of representatives, as well as their attitudes toward their jobs and interactions with administrators and fellow representatives.

3.4.1 Training

One fundamental concept in human resource development is training, which involves instructing individuals in the duties of a particular job position. The primary objective of training is to assist employees in acquiring and utilizing the knowledge, skills, abilities, and attitudes necessary for a specific profession. The necessity for training arises due to the following reasons:

- Organizational Complexity.
- Changes Of Environment
- To align employee qualifications with job prerequisites and organizational demands.
- To address changes in job assignments and roles within the organization.

3.4.2 Learning

Learning is described as the enduring modification of behavior that arises from exposure to new experiences or consistent practice. Learning is the process of changing gradually. Selective learning behaviors set them apart from one another.

3.4.3 Employee Orientation

The process of introducing a new employee to an organization is referred to as new employee orientation. This typically encompasses information related to safety, the work environment, job description, benefits and eligibility, company culture, company history, organizational structure, and other relevant details essential for working in the new company. New employee orientation is commonly conducted through a meeting with the HR department.

3.4.4 Employee Socialization

Organizational socialization is the process through which an organization upholds its culture and educates new members on the appropriate responsibilities and behaviors required to become valuable and efficient contributors.

3.5 Traditional and Modern Approaches of Training and Development

Traditional Approach: Historically, many organizations did not place a high value on training and adhered to the conventional notion that effective managers are born, not made. There was a widespread belief that training programs were costly and offered little to no benefits. Executive poaching was more commonly

accepted by organizations. However, there seems to be a shift in this perspective.

Modern Approach: Bangladeshi organizations are now embracing a more contemporary approach to training and development, recognizing the significance of corporate training. Presently, training is viewed as an investment rather than just an expense, with the aim of cultivating a more skilled workforce and achieving optimal outcomes. This shift in approach reflects a focus on developing a more knowledgeable and capable workforce.

The provided list outlines some benefits of training and development programs

- Enhancing employee performance
- Enhancing employee retention and promoting growth
- Monitoring and developing employee skills
- Establishing standardized training practices
- Addressing internal organizational weaknesses

Others Role

- For an employers' group to inform and educate employers about the critical need for increased investments in the development of human capital as a fundamental requirement for achieving competitiveness.
- In the training of personnel or human resource managers, it is essential to address the potential undervaluing of their role compared to other management functions such as finance, marketing, and production. This can be rectified through training support provided by professional bodies like an institute of personnel management.
- An employers' organization should have the ability to influence the implementation of training incentives for employers, which could be facilitated through the tax system or training levies. Drawing inspiration from successful practices in various countries can provide valuable insights for employers' organizations seeking to promote and support training initiatives
- An employers' organization could create training materials designed for in-house use by enterprises, thereby supporting and facilitating the training and development of their members' workforce.

3.6 Inputs of Training & Development

Any program for training and development needs to include materials that assist participants understand theoretical ideas, acquire new abilities, and build the ability to see into the far future. In addition to this, teaching an ethical orientation, placing a focus on changing attitudes, and emphasizing the ability to make decisions and solve problems are also necessary.

3.6.1 Skills

Through training, employees acquire the necessary skills to perform their jobs effectively. For instance, a worker cannot operate machinery without first gaining the fundamental ability to use machines and other equipment while minimizing the risk of harm or material wastage. In the same way that workers require interpersonal skills—also known as people skills—so do managers and executives. To act appropriately and to understand oneself and others, interpersonal skills are essential.

3.6.2 Education

The primary objectives of education include imparting theoretical concepts and nurturing critical thinking and judgment skills. Human resource professionals recognize the pivotal role education plays in training and development programs. Organizations often support and encourage their staff to enroll in part-time courses to further their knowledge and skills.

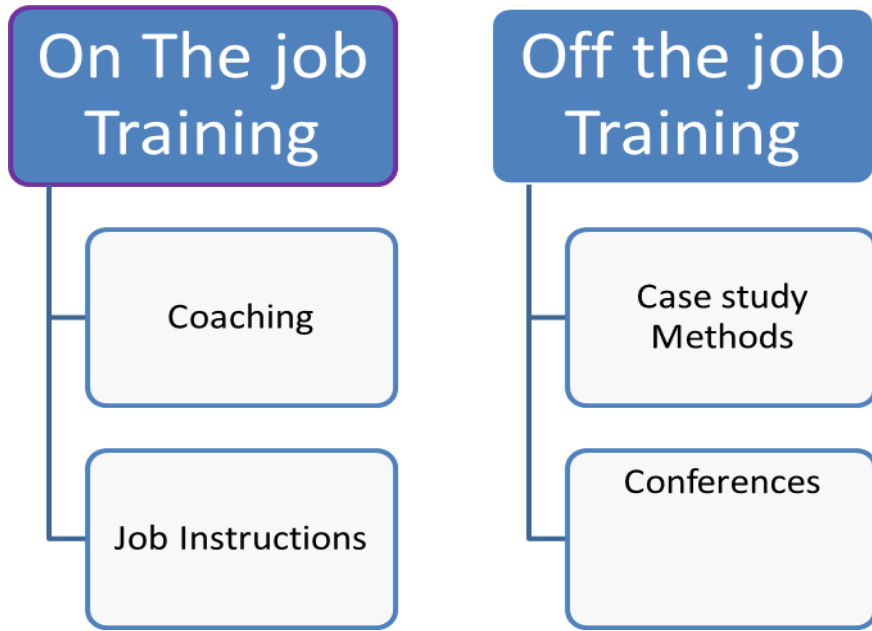
3.6.3 Development

An additional facet of training and development that prioritizes knowledge over skills. Indeed, knowledge of the business environment, human relations, management principles and practices, industry analysis, and related subjects is invaluable for enhancing corporate management and leadership capabilities

3.6.4 Ethics

A training and development sequencer requirement comprise an ethical orientation. The reality that commercial ethics are largely disregarded is unavoidable. The marketing, finance, and production departments of a company are rife with unethical behavior. It does not follow that the HR manager is no longer accountable. The HR manager is at blame if members of the marketing, finance, or production teams engage in unethical behavior. It is his or her responsibility to inform every employee in the company about the need to act ethically.

3.7 Methods of Training



3.8 The Five Phases of the Training & Development Process



3.8.1 Need Analysis

The training process typically commences with a needs analysis, which involves identifying the specific performance capabilities essential for a particular job, assessing the skills of the prospective trainee, establishing measurable performance objectives, and outlining specific knowledge requirements based on any identified skill gaps.

3.8.2 Instructional Design

The content of the training program, including workbooks and exercises, is decided upon and produced by the instruction design personnel in the second step.

3.8.3 Validation

In the training process, the step known as validation involves identifying and addressing any flaws in the training program by presenting it to a small, representative audience for feedback and evaluation. This stage allows for adjustments to be made based on real-world testing before full implementation.

3.8.4 Implement the Program

The program's actual training of the embattled member of staff cluster is the fourth phase in the implementation process.

3.8.5 Evaluation

The fifth phase involves evaluation, where management assesses the successes and failures of the training program. This step is crucial for determining the effectiveness of the training and identifying areas for improvement.

3.9 Training Methods

Numerous approaches of training are specified beneath: Talks, Shows, Panels, and Computer-Based Instruction (CBT). Tutorial system with intelligence (ITS). Virtual Reality Program Instruction (PI). The behavioral approach includes the following activities: role-playing, in-basket technique, business games, behavior modeling, case studies, and games and simulations.

3.10 On-The-Job Training

The foundation of any training program for management or individual growth is on-the-job training. On-the-job training, sometimes known as "soap training," follows the steps listed in the table below:

Step	Suggestion
Instructor Preparation	• To build a lesson plan, divide the material into logical parts. • Choice drill procedures, e.g. Demonstration
Trainee preparation	• Place apprentice at affluence • Link drill to the wants of trainees, such as a elevation
Present the task	• Existing an impression of the job. • Head procedure recognized to unidentified, easy to hard. • Regulate the step to specific differences. • Endure the task and elucidate each phase. • Have the trainee tell the mentor what to do.
Trial recital	• Have the apprentice explain each step before implementation. • Be attentive of knowledge mesas to endure impetus. • Deliver advice on advancement.
Follow-up	• Surely emphasize incessantly at the flinch. • As the learner reaches maturity, switch to a varied schedule of positive reinforcement.

3.11 Off-the-Job Training

A variability of systems are covered in off-the-job training, including case studies, classroom lectures, movies, and videos.

3.11.1 Class Room Lecturer

Lectures considered to interconnect precise interactive procedural or problem-solving skills.

3.11.2 Videos & Films

Demonstrating specialist talents through a variety of media output that are difficult to convey through conventional training techniques.

3.11.3 Simulation Exercise

Training that comes from carrying out the task. Case analysis, role-playing, and collective decision-making are a few examples of this.

3.11.4 Computer Based Training

Putting some of the realities of life away from the workplace into a computer program to simulate the work environment.

3.11.5 Vestibule Training

Training is provided on real equipment that is utilized in the workplace; however, the training is carried out in a simulated workstation away from the actual work setting.

3.11.6 Programmed Instruction

Compressing instructional content into logical, well-organized sequences. contain interactive video disks and computer courses.

3.11.7 Case Study Method

The trainee is presented with a written description of an organizational problem using the case study approach. Subsequently, the trainee analyzes the case, diagnoses the issue, and discusses their findings and potential solutions in a conversation with the trainers.

3.11.8 Outside Seminars

Both traditional and web-based management development conferences and conferences are offered by numerous businesses and colleges.

3.12 Development

Development is the process of boosting productivity and altering one's mindset or behavioral pattern in response to specific problems to accomplish organizational goals. In simpler terms, development encompasses all endeavors aimed at enhancing managerial performance, be it in the present or future, through the transfer of knowledge, adjustment of attitudes, or enhancement of skills. It's not solely about enhancing abilities in the current moment but also about cultivating lasting effectiveness in the workplace that will yield benefits in the future.

3.13 Difference Between Training & Development

Unlike development, which aims to equip an employee with the competency to handle future challenges and adequately prepare for upcoming demands, training centers on immediately improving a specific skill of the employee, focusing on ways to enhance the employee's effectiveness in their current role. Essentially, training targets present job skills (a short-term process), while development focuses on future job skills and efficiency (a long-term process).

Career Development

The management of a career within or across enterprises is a component of career development. It also entails developing new abilities and making adjustments to support a career. To learn and advance in one's work, career development is a continuous, lifetime effort. Whether someone wants to advance in their current position or look to switch careers, they will succeed in planning their professional development. Individuals can outline their career advancement goals and objectives by creating a personal career development plan.

3.14 Performance Evaluation

The evaluation of an employee's performance includes monitoring, assessing, and providing feedback on their actual job performance, with a focus on essential behaviors and competencies outlined in the goals that align with the organization's overall objectives.

Chapter: 04

Training & Development Practices

By

Dusai Resort

4.1 Training and Development Process of Dusai Resort:

Education involves the comprehension of training, which seeks a lasting change in an individual that will enhance their likelihood of success in their new role.

Training, as we usually say, might include changing one's skill set, knowledge, attitude, or conduct. It could involve altering an employee's knowledge of how they operate, their outlook on their work, or the way they communicate with their supervisor or fellow employees.

For one specific reason, we have to distinguish between workforce expansion and employee training for four of our goals. Although they are the same, the processes they employ to affect learning have different time spans. Training is primarily centered on the individual and their current role, emphasizing the enhancement of specific skills and abilities required for immediate job performance. It is more present-day oriented. For instance, let's say that, following a position as a marketing representative, you decide to enter the job market in your last year of college. Even with a marketing degree, working requires you to learn certain things; in particular, you need to understand the laws, regulations, and company practices. This idea is career-specific training or education meant to increase your productivity in your current position.

4.2 Training & Development of Dusai Resort:

4.2.1 Training

The process of learning involves enhancing an employee's understanding and skills to effectively carry out a particular role.

4.2.2 Method of Training

The organization simulation techniques can be separated into several training and approaches. The trainee is working towards his own career, so his perspective on company standards and discipline is very valuable.

Cognitive Methods: Organizational theory and perspectives about behavior. And many techniques of mental coaching for employees with mustaches, as well as regulatory views, methodology, and rules.

There are two distinct approaches to training.

1. On-the-job training methods.

- ✓ Job rotation.
- ✓ Coaching.
- ✓ Job instruction.
- ✓ Internship training.

2. Off-the-job training methods-

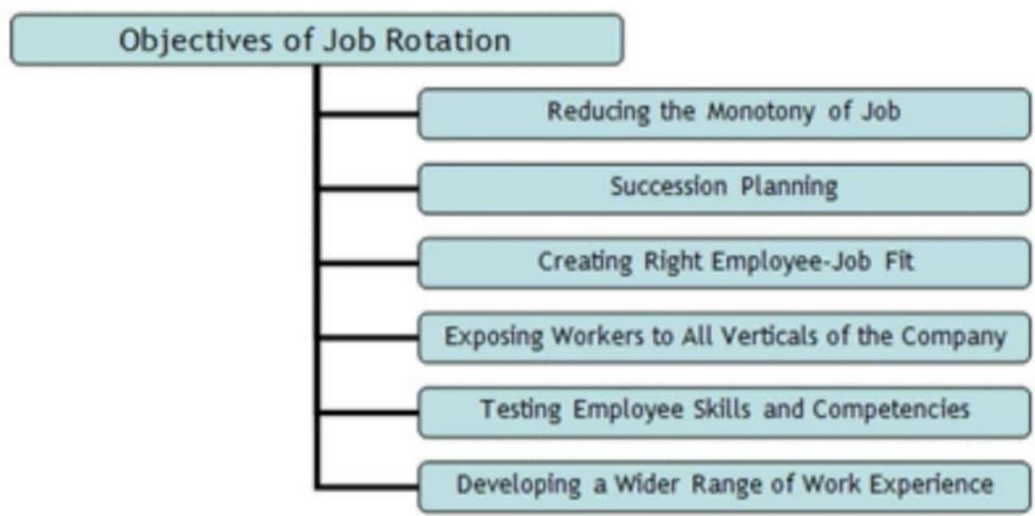
- ✓ Case study method.
- ✓ Incident method.
- ✓ Management education.

4.3 Describe on the job Training Method points:

4.3.1 Job Rotation

Job rotation is a management strategy that involves regularly shifting employees between different roles to give them a comprehensive understanding of the business and the opportunity to experience various levels within the organization.

4.3.1.1 Job rotation objectives:



4.3.1.2 Reducing the monotony of the job

Reducing a work's boredom and repetition is the primary objective of job rotation. It involves workers in learning about various job types and motivates them to deliver quality work at each job replacement phase.

4.3.1.3 Succession planning

The aim of succession planning, primarily involving job rotation, is to pinpoint a pool of talent that can be designated for the older workforce when they retire or with the company's approval.

4.3.1.4 Creating the right –employee job fit

The success of an organization is contingent upon the productivity of its employees. With the right systems in place, they can achieve optimal efficiency and maximum output.

4.3.1.5 Providing employees with exposure to all areas of the company

Introducing staff to all vertical or command operations of the organization helps them understand how they manage the business and carry out their responsibilities. This is another important purpose of job rotation.

4.3.1.6 Testing employee's skills and competencies

One of the main goals of job rotation is to assess and evaluate employee skills and development before assigning them to tasks beyond their current capabilities.

4.3.1.7 Expanding the breadth of work experience

Often, employees hesitate to move to different departments, preferring to stay within their familiar tasks. Managers encourage training to help employees gain broader experiences and develop diverse skills in response to workforce changes.

4.3.2 Advantages of job rotation:

4.3.2.1 Allows managers to see your hidden talents

The design of the job rotation ensures that each employee has easy access to a wide range of working conditions.

Supervisors can use this technique to assess an employee's competency for a task before assigning it to them.

4.3.2.2 Helps in exploring interests and ideas

Workers have no idea what they might experience when they get their hands dirty in a particular task. Often, employees hesitate to move to different departments, preferring to stay within their familiar tasks. Managers encourage training to help employees gain broader experiences and develop diverse skills in response to workforce changes.

4.3.2.3 Identifies skills and attitudes

Managers and employees alike will benefit from task rotation as they use their knowledge, viewpoints, and abilities.

Analyzing training and the pressing need to teach staff members so they can produce even the greatest results would be beneficial.

4.3.2.4 Helps you identify where employees work best

Work variation techniques might reveal an employee's strengths and weaknesses. It's possible to discover that one of your employees is best suited for a different position. All of your employees must be positioned correctly for the most lucrative business.

4.3.3 Disadvantages of job rotation:

4.3.3.1 Can be costly and time-consuming

When an employee transfers to a new location, learning impacts their requirement for command readiness to perform their new duties. Training staff might take hours and cost a huge amount.

4.3.3.2 It won't fix all your problems

Don't concentrate all your efforts in one area; task rotation strategies might not consistently enhance employee engagement.

4.3.4 Job instruction

Job training (JIT) is a thorough, quick, and effective approach for instructing employees on how to perform their tasks accurately and safely. While this training method is straightforward, it effectively conveys essential steps for learning.

4.3.4.1 Steps of the JI Training Method:

4.3.4.1.1 Preparation

Establish a safe learning environment for the staff by allowing them to comfortably evaluate their prior knowledge and go over the key components of job security. Act as peers of the workers.

4.3.4.1.2 Presentation

Respecting the staff, list each step and emphasize it separately, emphasizing important elements. Allow the employees to take a break by posing questions.

4.3.4.1.3 Performance

Highlighting to the staff the benefits of finishing the system's processes while outlining the initial points. Staff members did not internalize the pointing and analysis if they were unable to respond to the main issues. We are obviously performing the work unsafely or poorly since we don't comprehend it at all. The staff finishes the task and successfully demonstrates this step back.

4.3.4.1.4 Follow-up

Observe how the personnel behaved while following the instructions, making sure to correct any mistakes before they become routines. Following the completion of training, offer employees ongoing support by assigning a dedicated contact person and encouraging them to voice any questions or concerns that may arise.

4.3.4.2 Job Instruction Training Advantages:

4.3.4.2.1 It promotes higher levels of employee safety

When newly hired staff members receive the appropriate training, this promotes a safe work environment for all. Job instruction training requires practical, hands-on experience to ensure that each employee handles equipment, resources, and gear according to the latest best practices.

When job functions are completed, it helps everyone follow one path, which lowers the possibility of serious accidents.

4.3.4.2.2 It creates higher levels of productivity

There is a job training program in place, allowing new hires to begin working after a full day of intensive training. This lets new hires get started on projects right away rather than having to wait for work to present itself.

To further boost employee productivity without sacrificing their safety, JIT programs can also be created to gradually develop various skill levels for several days.

4.3.4.2.3 It boosts the confidence of new employees.

Employees who struggle with dependency could be reluctant to bring up the topic of power's role in unexpectedly incomplete or insufficient work. By using job order learning, you may effectively make new hires feel more anxious, which raises their general trust levels.

4.3.5 Job Instruction Training Disadvantages:

4.3.5.1 It still incurs training expenses.

Although no one is successful in reducing the expense of training, a new employee is already familiar with company policies and processes. Since training is their main responsibility inside the company, you can win over at least one individual who is opposed to their existing responsibilities by using job training.

4.3.5.2 Its effectiveness is dependent on the quality of the trainer

For JI Training to be successful in this procedure, a professional master is required. The new workers won't succeed as much as they could if they are trained by someone who lacks the qualifications required for the position.

Some trainers may be excellent at their jobs and deliberately attempt to undermine the onboarding process.

4.4 Define off-the-job training method

4.4.1 Case Study Method

Case studies involve an in-depth examination of an individual, group, object, or cultural phenomenon.

4.4.1.1 Borders of Case Studies

- The findings can't be generalized to the larger population.
- Challenging to reproduce.
- Requires significant period investment.

A case study only deals with one individual, one incident, or one group, so we can't be certain that the findings drawn from this specific case are applicable to other situations.

Since we cannot ascertain whether the cases, we examine truly reflect the broader context, the numerous "similar" instances depend heavily on the psychologist's empathetic of the knowledge gained, as they are largely rooted in empirical data analysis

4.4.2 Critical Incident Method

The critical incident technique is a performance evaluation method that assesses employee behavior in specific situations, pinpointing both exemplary actions and areas needing development.

4.4.2.1 Critical Incident Method Steps



The critical incident technique involves the following steps:

- We begin by addressing and evaluating the mishap that happened while we were working.
- Correct conclusion regarding the gathering of incident data from members.
- The third phase is looking at the information the interviewer obtained from the participants and identifying the problems.
- Offering workable answers to the challenges that have been identified is the fourth phase.
- The last stage is to ascertain whether the remedy will be effective in eliminating the root cause of the identification issue.

4.4.3 Development:

Training is a means of preparing employees for future roles and enhancing their professional abilities to handle delicate organizational situations.

4.4.3.1 Method of Development

Certain individual skill development can occur while working. We will examine three prevalent on-the-job techniques -

- Job rotation
- Position assistance
- Committee assignment

And off the job's methods

4.4.3.2 Describe Method of Development:

4.4.3.3 Job Rotation

Some employers use the technique of "job rotation" to switch around the positions that their employees are assigned to while they are employed. Employers employ this tactic for many purposes. It was intended to foster employee adaptability and rekindle employees' motivation in sticking with their employer.

4.4.3.4 Committee Assignments

The note typically emanates from committees that handle significant legislative work. Committees are trained to oversee House procedures, hold hearings, and develop legislation that serves the interests of the entire House.

4.5 Objectives of Training & development process

Training and development, which is a systematic process outlining desired behaviors and the setting for their implementation, arise from identified needs. These stated objectives act as benchmarks for assessing both the overall system and individual performance.

For instance, the objectives for airline reservationists could be articulated in the following manner:

- - Offer customers room reservation information within 14 seconds.
- Complete a round-trip booking for a customer-specified city within three minutes of obtaining all required information

Tangible, quantifiable, and time-bound goals, such as those related to sustainability, offer trainers clear benchmarks for assessing progress. If the objective is not achieved, the HR department collects feedback from participants regarding their performance in the program.

Importance of training and development

The best software for human resource management the process of learning and development, which makes use of human resources, must complement the company objectives while also assisting the customer in achieving their own ambitions. Development of Human Resources Employees place the greatest importance on the training and development process since it is designed for hired, independent contractors, and motivated workers. Since every organization aims to start its own firm, these enterprises require development and training. Self-motivation is the systematic method.

4.6 Training and Development Model:



4.7 Human Resource Planning

The best software for human resource management the process of learning and development, which makes use of human resources, must complement the company objectives while also assisting the customer in achieving their own ambitions. Development of Human Resources Employees place the greatest importance on the training and development process since it is designed for hired, independent contractors, and motivated workers. Since every organization aims to start its own firm, these enterprises require development and training. Self- motivation is the systematic method.

Human resources scheduling is disorganized, with individuals pouring into, though, and out of a business. This involves planning ahead for HR scheduling. the necessity for labor, materials, and resources, followed by the scheduling of services that the company must guarantee. will, when and where necessary, have the ideal blend of workers and knowledge. The forecasting techniques that are outlined below provide essential information for these procedures.

4.7.1 Objective of Human Resource Planning

The Department of Human Resources and Management achieves its aims by attaining defined targets, with these targets acting as standards for assessing performance. This structured approach allows for systematic evaluation of progress and effectiveness within the department. These objectives are sometimes thoughtfully crafted and documented. Even when not clearly defined, goals offer guidance for the HR processes. Additionally, HR objectives embody the aspirations of senior leadership while also presenting challenges to the organization, the HR function, society, and all stakeholders involved. Ignoring these objectives could negatively affect the organization's profitability, operational performance, and long-term sustainability

Training Institutes of Dusai Resort

Dusai Resort utilizes various training centers for long-term workshops and offers a range of learning programs focused on guest relations to enhance the skills and attitudes of its employees.

4.8 Process in the Dusai Resort

The majority of HR planning processes are followed by the resort, including internal HR capacity evaluation and corporate planning. Moreover, the resort's whole HR strategy has been graded. Similar to an inventory, Dusai Resort details about each employee, including their qualifications, employment history, and other stuff. Dusai Resort consistently plans ahead for potential labor shortages. This can be accomplished by forecasting the current resources into the future and comparing them with the expected labor needs. This approach helps evaluate whether the available workforce is adequate in both quantity and quality.

Reference materials and additional information sources. The Resort persisted in concentrating its efforts to bring back qualified and experienced workers by providing appealing career opportunities for the continuous improvement of human capital.

4.9 Organizational strategy

4.9.1 Employment Test

There are two step-by-step job tests at Dusai Resort. First written check and in-person interview. The resort collaborates with various businesses. After that, the designated organization will complete the written exam, review the response sheets, and provide the resort's number sheet. Those who scored higher than the predetermined threshold is invited for an interview with the resort. The expectations score is chosen. Following the interview, the full scores from the written exam and the interview are added.

4.9.2 Final Employment Decision

If the applicant passes two phases interview, they will be given the final appointment. The necessary number of positions are filled with those individuals, and the final appointment is made. When they first join, these employees have to fill out an appointment form. Those without prior hospitality experience who are currently working should plan to work in the industry for at least two years. It's not always necessary for people with experience to practice. A commitment that they won't leave their job before a specific service year is frequently required of chosen employees.

4.9.3 Use of performance Appraisals

- Naturally, quality has improved to assist both the staff member and the press technician in comprehending the employee, their tasks, and the limitations of their work environment.
- Career development and management good feedback helps people make career decisions. It is advisable to look into particular job pathways.
- Performance evaluations with equal employment objectives that genuinely gauge job-related outcomes guarantee that the internal placement decision is made without discrimination.
- Promotions typically serve as a form of recognition for prior accomplishments, whereas choices regarding placements, transfers, and demotions are usually determined by historical or projected performance.
- Poor performance and the requirement for training can point to developmental needs. Retraining is necessary to demonstrate good performance. For example, a strong uncorked may need to be developed if the output is good.
- Unfinished work design Illness can lead to poor performance; this is where job design comes in.
- Inadequacies in the hiring process.

4.9.4 Rewarding the production employees of Dusai Resort

The resort does not have a dedicated performance evaluation or remuneration scheme for its staff. The resort doesn't offer any kind of universal rewards program. Any employee who is able to astound the authorities with extraordinary accomplishment is rewarded for that performance; nonetheless, the compensation for that performance is essentially financial in nature. The workers would undoubtedly boost the resort's standing in the marketplace, draw in the top managers, and impress the best workers as well.

4.9.5 Performance Evaluation of Dusai Resort

There isn't a general performance evaluation mechanism for learning and motivation at the Dusai Resort. The resort's lack of an established performance standards is actually the problem. For the most part, assessing the worker's performance or interactions with clients leads to the quality analysis and appraisal. Promotions are frequently granted in acknowledgment of past accomplishments, while choices related to placements, transfers, and demotions tend to rely on either previous performance or expected future contributions.

4.10 Advantage and Disadvantage of Training & Development:

Advantage of training

- Encourage organizational abilities and a work awareness at all levels.
- Encourage the organization's staff to have an optimistic outlook.
- Bolster the rapport between management and staff.
- Encourage organizational expansion as a goal.
- Provide unambiguous operational guidelines.

Disadvantage of training

- Employees exit work in an improved state.
- Learning initiatives can incur significant expenses.
- Lost working hours can impact future employee productivity

4.11 Benefits of Training & Development:



- ✓ Pre-possession is placed on staff control, and employee focus is aided.
- ✓ A higher level of production benefits the bottom line.
- ✓ Key performance is established, maintained, and developed, and staff members are constantly informed.
- ✓ Workers receive training on new abilities and are encouraged to develop them while keeping corporate objectives in mind.

4.12 Four parties of training and development:

Designer.

Trainer.

Trainee.

Evaluator.

Describe four parties' points blew here

4.12.1 Designer

An individual engaged in object design is referred to as a designer. Fashion designers produce clothing, web designers develop landing pages, and automotive designers design cars.

Trainer

The individual with the illness and a slight injury to the team members.

Trainee

A trainee is a competent employee receiving training for the role they were originally hired for. Essentially, a trainee is a worker in the process of learning.

4.12.2 Evaluator

An assessment is a process used to evaluate the worth or suitability of something

4.13 Five- step of Training and Development



- An further phase that differs is the development of a strategy, measurable knowledge for security services, and performance objectives based on work requirements.
- The methodical training creation approach organized the workbook analysis and the RBL disciplinary viewpoint, inspired staff members to master computer-based instruction, and
- Step of validation from the standpoint of the bug services and the methodical training and learning that is portrayed to a limited audience.
- It is the implementation of a training program for staff members in developed enterprises.
- It involves a benchmarking phase, where the employee's activities are evaluated.

4.14 Training and Development Issues:

The training program contains the following information:

Orientation Training

Throughout a five-day program, the guidance plan will cover various subjects, starting with comprehensive summer strategies for both the organization and its Human Resource Division during the initial two days. The final three days will focus on discussions regarding the Negotiable Act and financial matters. Contract employees usually undergo seven days of training specific to their respective departments.

In-house training

Their own instructor is in charge of this instruction because it is necessary for both new and seasoned employees. Both the real job and the requirement for foundational training are covered in the training. Internal education also includes education.

Job specific training

All group employees are entitled to specialized job training that promotes employee knowledge, service quality, and readiness and risk issues pertaining to certain employment prospects.

Foreign training

Employing outdoor trainers or sending employees to outdoor training homes are the two ways these trainings are carried out. Due to the high cost of these trainings, not every employee can participate. Each department makes an appointment, and only the staff working on the assignment as well as the division head receive the award.

Peer or Supervisor's coaching

This training is conducted under the guidance of supervisors or peers.

Employee Training and Development system in Dusai

Following interaction with a prospective candidate, the initial step is to brief the new hire about the company and provide all necessary information regarding their roles and responsibilities. This approach aims to ensure that employees can make valuable contributions to the organization and enhance their performance levels.

Additionally, the training program includes courses that result in compensatory job opportunities. The costs associated with Dusai Resort's employee training program are viewed as an investment rather than an expense.

4.15 Training and Development Framework

As is well known, learning how to perform job functions well is a prerequisite for becoming a successful candidate. Workers must possess the necessary skills to handle machinery, cut down on parts, and prevent accidents.

Not just employees need to be educated. In order to qualify them and reach a mature state of thinking and action, supervisors, managers, and editors must also undergo training. Any organization must continuously engage in learning and development.

Let's try by the following table to understand the difference between training and development:

Learning	Training	Development
Who	Non-managers	Managers
What	Mechanical Operation	Conceptual ideas
Why	Specific job related	General knowledge
When	Short term	Long term

Chapter: 05

Findings, Recommendations & Conclusion

5.1 Findings

I have been employed at Dusai Resort & Spa, where I sought to deepen my understanding of the resort's human resource practices. To conduct my research, I collected information from the resort as well as relevant data from online sources. It is essential for Dusai's human resources department to effectively communicate incentive elements to its employees to foster job satisfaction. During my four-month internship at Dusai Resort & Spa, I gathered some insights, which I am now analyzing in relation to the data

Positive Outcomes:

Improved Employee Performance

Employees exhibit enhanced skills and knowledge, leading to better service quality and customer satisfaction

Increased Employee Retention

Staff feel more valued and supported, which reduces turnover rates.

Enhanced Guest Experience

Well-trained staff can anticipate and meet guest needs more effectively, improving overall guest satisfaction and loyalty.

Operational Efficiency

Streamlined processes and better communication among staff reduce errors and increase operational efficiency.

Employee Morale and Engagement

Training programs often boost morale and engagement as employees feel invested in their personal and professional growth.

Compliance and Safety

Training ensures employees adhere to safety standards and regulatory requirements, minimizing risks and liabilities.

5.1.1 Areas for Improvement:

Training Accessibility

Ensure that training sessions are accessible to all employees, considering diverse schedules and responsibilities.

Customizing Content

Tailor training programs to address the specific needs and challenges faced by different departments within the resort.

Technology Integration

Utilize modern training technologies like e-learning platforms and virtual simulations to enhance learning experiences.

Feedback Mechanisms

Implement robust feedback systems to continuously improve the training content based on employee inputs.

Assessment and Metrics

Develop clear metrics to assess the effectiveness of training programs and link them to performance outcomes.

Ongoing Development

Establish continuous development opportunities beyond initial training, such as advanced courses, certifications, and leadership training.

5.1.2 Challenges Identified

Resource Constraints

Limited budgets and resources may restrict the scope and quality of training programs

Staffing Shortages

High turnover rates or staffing shortages can make it difficult to schedule and conduct regular training sessions.

Engagement Levels

Some employees may show low engagement or resistance to training, impacting the overall effectiveness of the program.

Measuring Impact

Difficulty in directly linking training initiatives to specific improvements in performance and guest satisfaction.

5.2 Recommendations

One of the most famous resort in Bangladesh is Dusai Resort & Spa. As an intern, I find it difficult to recommend Dusai. In today's economic world, human resources are tremendously valuable. I identified certain areas within HRD activities that require enhancement based on the findings:

5.2.1 Recommendations for Positive Outcomes

Sustain and Enhance Employee Performance

- Continue to provide regular skill enhancement sessions and workshops.
- Introduce advanced training modules for seasoned employees to ensure ongoing development.

Strengthen Employee Retention

- Implement a recognition and rewards system to acknowledge training achievements.
- Offer career progression opportunities linked to training completion.

Improve Guest Experience

- Develop specialized customer service training focusing on personalized guest interactions.
- Collect and analyze guest feedback to continuously refine training programs.

Boost Operational Efficiency

- Encourage cross-training among departments to ensure versatility and reduce bottlenecks.
- Regularly update training content to reflect the latest best practices and technology.

Enhance Employee Morale and Engagement

- Create a positive learning environment with interactive and engaging training methods.
- Incorporate team-building activities within training programs to foster camaraderie.

Ensure Compliance and Safety

- Schedule regular compliance refreshers and safety drills.
- Use scenario-based training to prepare employees for emergencies.

5.2.2 Recommendations for Areas of Improvement

Improve Training Accessibility

- Offer flexible training schedules, including evening and weekend sessions.
- Provide online training options for remote or off-shift employees.

Customize Training Content

- Conduct needs assessments to tailor training programs to specific departmental needs.
- Develop role-specific training modules for targeted skill development.

Integrate Modern Technology

- Invest in e-learning platforms and virtual reality simulations for immersive training experiences.
- Use mobile apps for on-the-go training and quick refreshers.

Enhance Feedback Mechanisms

- Establish a system for collecting and acting on employee feedback post-training.
- Conduct regular surveys and focus groups to gather insights for continuous improvement.

Develop Clear Assessment Metrics

- Implement a comprehensive evaluation framework to measure training effectiveness.
- Use performance data and guest satisfaction scores to correlate training impact.

Promote Ongoing Development

- Offer continuous learning opportunities, such as advanced certifications and workshops.
- Develop a mentorship program where experienced employees guide new hires.

5.3.3 Recommendations to Address Challenges

Address Resource Constraints

- Seek partnerships or sponsorships to fund training programs.
- Leverage free or low-cost online resources and industry certifications.

Mitigate Staffing Shortages

- Use part-time trainers or external consultants to fill gaps.
- Schedule training during off-peak times to minimize impact on operations.

Increase Engagement Levels

- Make training interactive and hands-on to maintain interest.
- Provide incentives for completing training, such as bonuses or recognition awards.

Measure Impact Effectively

- Set clear, measurable goals for each training program.
- Use a combination of qualitative and quantitative methods to assess training outcomes.

5.2 Conclusion

One of the resorts with the fastest growth is Dusai Resort & Spa. Compared to other resorts, it has become a successful company in a relatively short amount of time. Having the opportunity to work as an intern at Dusai Resort & Spa is fantastic. I have learned what it's like to work in a totally professional setting during the internship. The organizational features of Dusai have provided me with a deeper understanding of how various components of an establishment should be balanced, maintained, and enhanced by ongoing development. Despite not yet operating at its peak efficiency, Dusai has grown significantly as a result of the diligent efforts, commitment, and teamwork of all employees across all of its offices nationwide. Dusai's training and development information is kept under strict confidence. I wasn't given access to all of the details. With the support of my supervisor, other staff members, my observations, the scant information that was provided, and the entirety of the information that could be found online, the report was written. Despite the numerous challenges I have encountered during my internship, I am able to successfully fulfill my obligations. Finally, I really

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