

# Leading

## HOTEL SCHOOLS OF THE WORLD

THE LEADING HOTEL SCHOOLS OF THE WORLD  
2007 AWARD PROGRAM  
In honor of Mr. Juan Gaspart, Honorary President, HUSA Hotels

---

### **TO BE COMPLETED BY THE HOTEL'S GENERAL MANAGER**

**Date:** 20.09.2007

**General Manager:** Mr. Nick Israel

**Hotel:** Taj Exotica Resort & Spa, Mauritius

**Candidate's name:** Mr. Pravin Bancharam

**Candidate's position:** Learning & Development, Training Manager

**Length of time in position:** 3 years

#### **Description of candidate & reasons why you feel he/she deserves this award:**

Mr. Pravin Bancharam joined the Taj Exotica Resort & Spa, Mauritius at the pre opening stage on October 1<sup>st</sup>, 2004 as Training Manager. He graduated in Hotel Management from the University of Mauritius and has attended several short courses/workshops in Training and Human Resource Management.

In 1985, he started his career as a Waiter at the Royal Palm Hotel. He has successively been occupying the following positions as Head Waiter, Assistant Restaurant Manager, Restaurant Manager, Assistant F&B Manager, F&B Manager, Personnel Manager, and Food & Beverage Trainer.

During the pre-opening stage of the Taj Exotica Resort & Spa, Mauritius, he contributed positively in the implementation of the Training Department. He always has an innovative approach to training which differentiates itself from the traditional, stereotyped training styles. He is someone who is quality-oriented and would spare no effort to ensure that the Taj and LHW Brand Standards are complied with by all Team members irrespective of his/her position.

The Taj Exotica Resort & Spa, Mauritius recently participated in the TABE (Taj Awards for Business Excellence) Award 2007 organized by Taj Hotels Resorts & Palaces. We were selected winner of the "**Best I – Com**" Initiatives 2006-2007 in the **Taj International Luxury Hotels** grouping and this has been achieved by the hard work of Mr. Bancharam who is a Member of Network Communicators. Pravin Bancharam deserves to be considered and selected as winner.

#### **Please attach the essay written by the candidate on the following topic:**

*"What are some of the ways in which hotels and their employees can demonstrate social responsibility?"*

## Essay

*“What are some of the ways in which hotels and their employees can demonstrate social responsibility? What impact do these actions have on the hotel and the community?”*

**One of the core values of Taj Hotels Resorts & Palace is:**

**Social Responsibility: We commit to improve the quality of life of the communities we serve and our concern for the environment by returning to society what we earn.**

Some of the ways in which the hotel and their employees can demonstrate social responsibility are as follows:

- Cleaning campaign along road sides and public beaches in collaboration with the village and district council which is done on a quarterly basis. Last year during the outbreak of Chikungunya, our employees took part in a cleaning campaign done on a national and regional level to clean the environment from this mosquito disease.
- Helping those under-privileged (those not holding appropriate qualifications, needy students, youngsters from broken family and from non-governmental organization) to be trained and secure employment in certain sectors of the Resort, such as in stewarding, maintenance, housekeeping and gardening and even in food production and pastry, for example, Terre de Paix and Pierrefonds Training Centre. Taj Exotica Resort & Spa, Mauritius has embarked since 2006 on an exciting program on collaboration with “Terre de Paix”, whereby this activity is a benchmark among all hotels in Mauritius. We are the first Resort to initiate this program. Terre de Paix is a non-governmental organization, fighting against the worst enemies of the country’s child-poverty, malnutrition, child abuse (including sexual abuse) and neglect. The same activity has been extended since 2006 to another institution, the “Pierrefonds Training Centre”.
- Offer training to school leavers and after training, offer employment such as the National Apprenticeship Scheme system which we’ve partnered since 2006. August 2006 onwards, in accordance with the government policy and the hotelier's demand, Taj Exotica Resort & Spa, Mauritius took 16 school leavers from the Hotel School of Mauritius. These students were recruited after a rigorous interview out of 800 candidates, and now form part of the National Apprenticeship Scheme.

These students will go through one year training in housekeeping, food production, pastry, restaurant/bar and front office. The apprentices have already gone through an intensive induction conducted by the Learning and Development department, and have now moved on to operations to grasp the practical part of the job.

The Resort sincerely believes that this type of recruitment will be beneficial to the organization in more than one way such as meeting the growing needs of the Tourist Industry in Mauritius & by training more apprentices. It will also help in reducing the high rate of absenteeism and labor mobility in the market.

- Participate in activities organized by certain clubs and institutions, such as food donation, cake distribution to homes and charitable organizations.
- Creating a friendly environment; waste water is used for irrigation, thus contributing to the social and economic resource needs of the country.
- Used oil from the kitchen is collected on a regular basis and sent to the Mauritius Glass Gallery and recycled for the use of making decorative glass.
- Empty plastic bottles are collected on a monthly basis and are recycled.
- Blood donation to increase the number of blood pints for the Mauritius Blood Bank. This is a yearly activity and in line with the welfare and community initiative concept and organized in close collaboration with the Mauritius Blood Donor Association.
- Clothes donation to charitable organization, such as Cheshire Home, Chrysalide, Terre de Paix and Krisnanand Ashram. These institutions accommodate old people, alcohol and drug abused people, people from broken families, etc...This community project earned great success in May 2007. Clothes were collected, washed and ironed by the Resort. Sorting was done and packed according to size and gender. A team of 4 employees took up the challenge to donate to the four charitable institutions. Once again, it was a laudable initiative which will be renewed on a yearly basis.
- Create awareness among the nearby population about the social issues, such as alcohol and drugs, etc.....
- Participate with the community in empowering people. In this context the Government together with the support of AHRIM ( Association des Hoteliers et Restaurateurs de L'Ile Maurice) organized a job fair for all hotels from the west coast which took place on Saturday 15<sup>th</sup> September 2007. The objective was to attract job

seekers outside the industry and provide either training & placement or find jobs in the hotel industry under the Empowerment program.

Under this system, certain criteria has been set to meet the demand:

The objective of the training is to give an opportunity to the unemployed to be trained and become employable in an area where there is demand. In that context, the Resort offering training does not take any binding commitment to offer a job after the training period.

- Free training over a maximum period of 10 months
- Remuneration at a minimum of Rupees 3,000 per month
- On-the-job training ( 5 days a week ) plus 1 day in an approved training centre for theoretical training
- Training given out in a neighboring hotel.

The event was a success for Taj Exotica Resort & Spa, Mauritius and also other hotels from the west coast. Our objectives have been met, and the Human Resources department will contact those holding minimum qualifications and be offered training at the Resort.

**The impacts on the hotel:**

We have built a long term relationship with the village people and local society at large. We have also built a positive and excellent image, thus we are seen as a good employer. Our rate of labor turnover has decreased and now we have created a pool of trained employees, from the community. We have shared our values with the people who were ignorant and now we have motivated & developed new employees from the community with improved morale and new direction.

**The impacts on the community:**

Since we have given the opportunity for the community to be trained and secure jobs, barriers have been lifted as formerly hotels were always perceived to cater to people with high income and status. We have helped the community to increase its standard of living, help to eradicate poverty and also help in diminishing the rate of illiteracy. People are empowered and are striving to become better citizens. We have also helped to uplift the under-privileged, to be employed & improve their living standard.

We have created many indirect employment opportunities such as taxi drivers, beach hawkers, fruit and vegetable suppliers, employee transportation, security people, and gardeners.