



**IHF ANNUAL REPORT 2009
EMPLOYMENT ISSUES**

QUALITY EMPLOYER PROGRAMME (QEP)

The Quality Employer Programme continues to provide direction to IHF Members in the area of human resource management. The combined issues of operating in a highly regulated environment and the increasing complexity of employment legislation mean that all premises must continue to maintain an efficient HR system. All premises irrespective of size have human resource needs and responsibilities and the Quality Employer Programme has been developed specifically to meet this requirement.

In 2009, the Federation's Employment Committee reviewed the entire content of the programme and amendments and updates were made to ensure that the QEP is aligned with current legislation and trends in HR Management and that it meets with the changing requirements of our members. Information on becoming accredited to the Quality Employer Programme is available on the IHF website.

EMPLOYMENT LAW BRIEFING

In November, the Employment Services Department ran an Employment Law Briefing Workshop in the Heritage Hotel, Portlaoise. The speaker at the briefing was Anne O'Callaghan, Head of Compliance, Graphite HRM. The seminar provided clarification on various aspects of employment legislation and in particular to the provisions set down under the Hotels Joint Labour Committee (JLC). The seminar was particularly opportune as it took place shortly after the new Hotels JLC Employment Regulation Order was published and many hotel operators availed of the opportunity to get clarification on the implementation of any adjustments which were set down in the new Order.

The seminar also concentrated on pieces of legislation which were considered most relevant to the hotel industry during the current economic downturn. Attention was paid to legislation in relation to Lay off and Redundancy, Changing Terms and Conditions of Employment, Employing Young People, Annual Leave & Public Holiday entitlements and what to expect from a NERA Inspection.

TRAINEE MANAGER DEVELOPMENT PROGRAMME (TMDP)

In February, 16 TMDP graduates were presented with their Certificates at a Graduation Ceremony which took place in Failte Ireland in Amiens Street. This programme which is now in its twentieth year was developed by Failte Ireland, Irish Hotels Federation, Irish Hospitality Institute and Galway-Mayo Institute of Technology (GMIT). The programme provides those working in industry with the opportunity to gain a formal qualification in hotel management.

The programme takes place over a 3 year period and includes on-the-job training which involves working and training in a hotel, with time off to attend lectures in Galway-Mayo Institute of Technology. At the end of the 3 years, successful students graduate with a Higher Certificate in Business Studies and a Certificate in Hotel and Catering Management. Students then have the option of either working in the industry on a full-time basis or progressing to the Degree Programme in Hotel Management which also takes place in GMIT. The 2009 Graduate of the Year was awarded to Tanya Fitzgerald who achieved her Certificate while working in Carrigaline Court Hotel.

LITTLE CHEF PROGRAMME

During 2009 Employment Services continued to sponsor the young students participating in the 'Little Chef' Programme. This highly commendable programme which is part of the Department of Education and Science's School Completion Programme is designed to encourage children to remain in education until they have achieved a qualification.

The programme provides an opportunity for primary school children who are at risk of early school leaving or who experience educational disadvantages to learn through the medium of cooking. The programme takes place in a Failte Ireland Centre which means that the young students also get an opportunity to experience life at a 3rd level institution and to work in a professional kitchen. Here they are taught skills varying from hygiene and good eating habits to kitchen safety and culinary skills.

Upon completion of the programme each student 'graduates' and is awarded a Certificate. Parents and teachers are invited to the Graduation Ceremony which involves the young students preparing and serving a 3 course meal for their parents and teachers. Four schools graduated in 2009, St. Francis School in Priorswood, Laurence O'Toole's Girls' School, Laurence O'Toole's Boys' School and St. Joseph's School, Donnybrook.

An IHF representative attended each ceremony in order to judge the students' handiwork and to announce their prize of lunch and a day out at a local event.

HOTEL INDUSTRY FORUM

Members of the Hotel Industry Forum continued to meet throughout 2009. The Forum was set in late 2008 and includes the Irish Hotels Federation, SIPTU, IBEC and supported by Failte Ireland. One of the aims of the forum is to develop strategies to promote skills development and progression within the hotel and guesthouse sector.

An analysis of results from a Training Needs Analysis Questionnaire circulated to IHF Members strongly suggested that there was a requirement for up-skilling in the restaurant and bar area. In response the Hotel Industry Forum ran free training programmes in food service and bar service in the Kerry and Mayo area. The training was carried out by Failte Ireland trainers and took place on-site in individual hotels.

A further initiative to come out of the Hotel Industry Forum is the development of a European Qualification Skills Passport (QSP) A Skills Passport is an individual's verified record of all skills, qualifications and achievements an individual has accumulated throughout their career. The QSP will be hosted on-line and as such will enable employers, training providers etc to view a candidate's information.

Members of the Hotel Industry Forum met with the social partners for the European hotel and restaurant sector, HOTREC and EFFAT (who have secured EU Funding for the task) throughout 2009 in order to develop such a Skills Passport across the European Union. Ireland is one of four countries, along with Malta, Hungary and Italy who will pilot the skills passport over the next three year period.

BUSINESS MANAGEMENT GAME 2009

A team of five students representing Cork Institute of Technology were declared the overall winners of the Irish Hospitality Institute's Business Game 2009, during a hotly contested competition that took place over two days at the Galway Bay Hotel. Sponsored by the Federation, Fáilte Ireland, Champagne Taittinger and HOTS, the Business Game is in its 24th year. The competitors spent two days devising strategies, planning and managing a fictitious hospitality business. Each team's business dealt with real life issues including interaction with competitors, the wider business environment, and at the same time managed a number of internal business issues put to them.

The winning team, under the tutorage of Grainne Daly included, Captain Aoife Walsh, Rachel O'Leary, Marie Griffin, James Smiddy and Julia Stroebele. The team competed with thirteen others from University of Ulster, Portrush: Institutes of Technology from Athlone, Waterford, Galway Mayo, Dundalk, Dublin and Letterkenny: Griffith College Dublin and Fáilte Ireland's Trainee Management Development Programme (TMDP) for the top prize.