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# Induction, Training & Monitoring



## **Our training**

**values** are to recruit, retain and develop staff through smart and effective training programmes.

Infotel Solutions encourages excellence through high working standards, thus reflecting in our staff retention and our customer growth.



**Our induction package** highlights the support and encouragement that we deliver to our staff.

Through these processes we assess every angle of their training needs, delivering a resourceful training package that is tailored to the individuals needs'.



Through one to one and remote observations Infotel Solutions analyses feedback to design accurate, purposeful and interactive training workshops and sessions to enhance the performance of our staff. There are no limitations to the delivery level, method and those who attend. It's the end results that speak volumes.

All staff are monitored, assessed and rewarded against the levels of competency held within their post. These levels are monitored and reported monthly and reflect in the employees' Individual Learning Plans.

Through these processes Infotel Solutions can be sure that all staff members are kept up to date with any changes to processes and procedures, communicated to immediately with regards to new property listings and also kept up to date with any system amendments and developments.

Additional communication is also made via attendance of team meetings, by email, morning briefings and the Infotel Solutions Intranet.

Infotel Solutions keeps staff regularly updated with Hotel, Venue and Industry news through the following training methods and communication:

- Regular updates from Susanna Christie, Commercial Director with news from the Hotel Booking Agents Association and Hotel Group Management
- Hotel Showcases
- Educational and familiarisation visits
- Infotel Solutions subscribes to regular e-news updates and industry journals
- All news and offers added to the internal database
- Employees attend industry events and exhibitions



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