

The background of the slide features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect.

Name **Everton White**

Student number **2019929**

Module code **BMSW5102**

Module title **Developing Relationships and Workplace Achievements**

Lecturer name **Rexon Nting**



Training and development
needs for Everton White,
as a graduate trainee HR
officer for Hilton UK

COMPANY INTRODUCTION

18 brands, 122 territories and countries, more than 6,800 properties. Hilton's mission statement is **“to be the most hospitable company in the world - by creating heartfelt experiences for Guests, meaningful opportunities for Team Members, high value for Owners and a positive impact in our communities.”** Taken from <https://mission-statement.com/hilton/>

KNOWLEDGE REQUIRED BY HR

An understanding of the business model and services provided by Hilton

Knowledge of compliance legislation

Profile of employees gender, age, ethnicity, skills and CPD

employees needs and aspirations

SKILLS NEEDED TO WORK IN HR



Ability to communicate and negotiate with a wide range of stakeholders



Ability to use Human resources information system (HRIS) used by Hilton



Identifying and solving problems internal and external
Armstrong Chapter 9 p 199.

BEHAVIOUR NEEDED

Ability to maintain
confidentiality

Highly organised with the ability
to keep accurate records

High degree of integrity

Commitment to personal
development



TRAINING NEEDS

- ▶ HRIS and other software packages used by Hilton
- ▶ Change management
- ▶ HR reporting
- ▶ Compliance legislation e.g Equalities Act 2010

BENEFITS

- ▶ Training (methods to include caching and mentoring as well as formal courses), will enable me to support staff better to provide an outstanding customer experience
- ▶ Providing personal development training will enable me to progress within the Hilton. It will also increase my loyalty to the company. As a result they will retain me as an employee. This will reduce recruitment costs and Hilton will benefit from my knowledge of the company which will increase year on year.

Conclusion

- In conclusion I have found in order to become a HR trainee with the Hilton I will need to upscale my IT knowledge for example typing and learning programmes such as excel. I would have to train on HR information systems. Payroll, recruitment, personal development. The programme I am doing with the University of Wales Trinity Saint David will help me enter into the Hilton's university HR programme. I am on route to acquire all the skills needed to achieve this goal.

References

- ▶ Anon., n.d. *Mission Statement*. [Online]
Available at: <https://mission-statement.com/hilton/>
[Accessed 10 April 2022].
- ▶ Anon., n.d. *Point Franchise*. [Online]
Available at: www.pointfranchise.co.uk/articles/do-hilton-hotels-franchise-6085/
[Accessed 8 April 2022].
- ▶ Armstrong, M., 2020. *Armstrong's handbook of human resource management practice*. 15th ed. London: Kogan Page.
https://www.legislation.gov.uk/ukpga/2010/15/contents
- ▶ team, I. e., 2022. *Indeed*. [Online]
Available at: <https://uk.indeed.com/career-advice/career-development/it-skills>
[Accessed 30 April 2022].
- ▶ UK, H., 2021. *Companies House*. [Online]
Available at: <https://find-and-update.company-information.service.gov.uk/company/00695283/filing-history>
[Accessed 8 April 2022].
- ▶ university, H. W., n.d. *YouTube*. [Online]
Available at: <https://youtu.be/5N2lRxBPG-w>
[Accessed 8 April 2022]. https://www.legislation.gov.uk/ukpga/2010/15/contents

Name **Everton White**

Student Number **2019929**

Module code **BMSW 5102**

Module title **Developing Relationships and Workplace Achievements**

Lecturer name **Rexon Nting**

STRENGTHS	WEAKNESSES
I have good communication skills and like to engage with people. I have life experience and have worked in the high-end the hospitality industry for over 20 years. I know how to resolve conflict and how to prevent confrontation. People have said I have a memory for faces and even conversations I've had with people. I am also patient	I could improve my typing and improve my computing skills. I have no experience in working in an office environment. Prior to doing my current course, I have not studied academically since leaving school at 16. Barring four NVQ and Health and safety courses.
OPPOTUNITIES	THREATS
There are a lot of opportunities to upskill and train to improve my knowledge through doing this programme. There are also free ACAS courses to help further my education in many areas. How I can turn my strengths into opportunity; I have the ability to network effectively within the company. I would not be apprehensive to approach employers when seeking employment. Especially if I am able to get a face-to-face Meeting.	Others may be perceived to be more energetic, and technologically advanced than I Ageism and racism in the workplace. My competition may have a different demographic profile to my own. Having said that, some employers are looking for a more diverse workforce.

Conclusion

In conclusion I have found in order to become a HR trainee with the Hilton I will need to upscale my IT knowledge for example typing and learning programmes such as excel. I would have to train on HR information systems. Payroll, recruitment, personal development. The programme I am doing with the University of Wales Trinity Saint David will help me enter into the Hilton's university HR programme. I am on route to acquire all the skills needed to achieve this goal.

This is to highlight the some of the skills I have, and training required to achieving my short and long terms goals. To work in Human Resources in the Hilton is to understand what is expected from me whilst continuing my professional development. Also, what support the Hilton has available to me.

I have over twenty years in high-end hospitality market, predominantly as a barman/mixologist and at other times as a waiter. With this experience and the transferable skills and qualities, such as dealing with clients, customers and members of staff in a manner that is polite, professional and fair, I believe I have the behaviours needed to work in HR.

I will have need support to learn how to operate the information systems necessary to complete tasks like recruitment and payroll.

Appendix C

Personal Skills Audit

Name	EVERTON WHITE 2019929
Job role: Human Resource Officer	

Please tick as appropriate to indicate how you would rate your skills in relation to the following work / functional areas.

	Very good	Good	Adequate	Little or no experience
Information Technology				
Use Microsoft Office Word		X		
Use Excel spreadsheet			X	
Use a Database				
Use specialist HR software				X
Use the internet	X			
Use e-mail	X			
Use PowerPoint		X		

	Very good	Good	Adequate	Little or no experience
Communication Skills				
Drafting contracts of employment				X
Taking notes of disciplinary hearings				X
Write reports				
Produce material to support presentations	X			
Delivering a training session				X
Resolving disputes/complaints			X	
Interviewing				X
Advising on HR issues				X

	Very good	Good	Adequate	Little or no experience
Problem solving skills				
Make good use of verbal reasoning skills, able to handle complex data and make selective use of information			X	
Explore more than one solution in order to solve a problem		X		

Consider the ideas of others to help solve problems	X			
---	---	--	--	--

Supervisory Management			
How much experience have you had in your role?	☐ < 1 month X	1-3 months	> 3 months
How many people have you managed at any one time?	None —	1-5 X	Above 5

I declare that the information given in this form is true	
Signed	<i>E. H. White</i> EVERETTIN WHITE
Date	16 08 2022