



SCORE

Sustaining Competitive
and Responsible Enterprises



Jointly developed in collaboration with



HoCo

Hospitality COaching

RAISING QUALITY & STANDARDS
IN LOCAL TOURISM

Who can participate in SCORE HoCo?

SCORE HoCo welcomes :

- Small hotels
- Guest Houses
- Restaurants

The SCORE HoCo Program requires the participation of a business owner/ manager and a minimum of 1 staff member.

The SCORE HoCo Program is designed to strengthen professional understanding and operational practices in small hotels and restaurants. By the end of the training participants will be equipped with the needed skill sets and know-hows to be successful in their business operations.

The SCORE HoCo Program will meet your unique business needs. In each training cycle, maximum 6 businesses will participate in trainings together to discuss common problems and learn best practices from each other.

For more information on the SCORE Training contact:

Michael Elkin

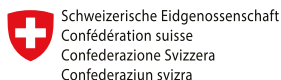
Chief Technical Advisor

Small & Medium Enterprises Unit – Enterprises Department

ILO Geneva

elkinm@ilo.org

Tel: +41 22 799 6779



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
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Swiss Confederation

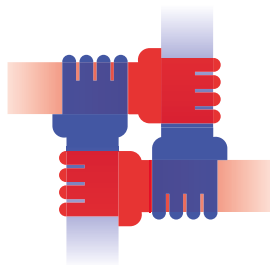
Federal Department of Economic Affairs,
Education and Research EAER
State Secretariat for Economic Affairs SECO





SCORE HOCO Training

The SCORE HoCo training program has 3 modules. Each module includes a 1-day classroom training workshop and 1 coaching visit at your business. The entire training package has a 3 month duration.



WORKPLACE COOPERATION

- Improve team work
- Build common language and trust between management and employees
- Apply 5S in housekeeping and business operations

- Understand how to improve your service quality based on market needs and customer feedback
- Provide services meeting the needs and expectation of your target customers
- Learn practical tools to improve service quality management



SERVICE EXCELLENCE



RESPONSIBLE TOURISM

- Introduce easy and low-cost business solutions to promote environment-friendly practices
- Improve hygiene standards to promote safe and healthy environment
- Learn how to make use of digital tools to improve your business operations and profits

SCORE HoCo Program begins with individual baseline assessment at your enterprise. An experienced trainer will review the business processes together to better identify your needs and challenges in business operations.



There will be a 3-day classroom training with at least 4 enterprise visits, during the program implementation over a period of 3 months.

SCORE HoCo Training cycle ends with a group presentation session to discuss your business improvements and to learn from each other on how to further improve your business.

SCORE HoCo Program has been successfully introduced to hundreds of small enterprises in the hospitality industry in Myanmar, Indonesia, Bolivia and Ghana, proving its scope to increase business profits, staff retention, and satisfaction of both customers and employees.

What is SCORE HoCo?

HoCo is a unique, new hospitality coaching program for small hotels, guest houses, and restaurants.

This program is led by experienced trainers who are experts in the hotel and tourism industry, to solve your business issues together. The problem solving process and suggested solutions are tailored to meet the individual needs of your business's situation and challenges.

SCORE HoCo will assist you to :

- **Become more competitive & efficient**
Learn how to attract your target market and be the best among your competitors.
- **Increase guest satisfaction**
Understand your customers' needs and improve your service quality.
- **Learn how to attract potential customers through environmentally friendly hotel management practices**
How to attract guests and keep them coming back by improving environmental management!
- **Improve your hygiene and occupational safety & health**

Three day classroom training workshop offers knowledge and know-how in business operations through interactive group activities, discussions and lectures from experienced trainers in the hospitality industry.

SCORE HoCo trainers will provide four coaching visits to assist your business in implementing the action plan drawn from your team discussion and in helping your team find solutions to specific business challenges.