

‘Adaaran resorts value its Human Resources as the biggest asset. A dedicated Learning and Development team looks after the development of their associates at all levels in order to maximize empowerment and retention.’

Adaaran Resorts’ Learning and Development team is a dedicated department solely concentrating on the skill development of all staff members joining in the four resorts of – Adaaran Prestige Vadoo, Adaaran Select Meedhupparu, Adaaran Club Rannalhi and Adaaran select Hudhuranfushi. The team is focused on presenting individuals who not only excel in their careers but also in molding individuals to realize their potential.

Innovative Approaches

Competitions are used to reinvigorate the motivational levels of the associates and to provide them with an interactive competition-based training. 10 competitions were conducted during the year in discussion.

Adaaran Dhivehi Rahathah Challenge – A Maldivian food competition was held to educate the associates on the knowledge and skill of the local Maldivian cuisine, which is fast disappearing from Maldives. Five competitions were conducted to train and educate 65 associates to sustain Maldivian cuisine for future generation.

<http://www.islandchief.com/post/?id=48539>
<http://maldives.net.mv/23622/local-culinary-talents-battle-in-first-adaaran-dhivehi-rahathah-challenge-adaaran-club-rannalhi-takes-trophy/>
<https://www.hoteliermaldives.com/adaaran-resorts-maldives-dhivehi-rahathah-challenge/>
<http://www.taste.mv/magazine/>



Adaaran Bed Making and Decoration Competition - The objective of Adaaran Bed Making and Decoration competition is to engage, appreciate, train and develop Housekeeping staff of the Adaaran Resorts. Housekeeping associates’ capabilities and talent are hidden from the public eye and only few guest experience it. The aim was to highlight the capabilities and talent of the Housekeeping staff and give them due recognition.

<https://www.hoteliermaldives.com/adaaran-resorts-bed-decoration/>
<http://maldives.net.mv/23706/adaaran-introduces-bed-decoration-competition-to-develop-housekeeping-staff/>
<http://islandchief.com/post/?id=48543>



Social Media Campaign: Adaaran Ungenemaa Hingaa (Facebook account) (<https://web.facebook.com/profile.php?id=100012282136362>) dedicated to learning and development

In a generation where you are judged by the social value Adaaran L&D started the above FB account to acts as a creative bridge between the resorts and the public, to socially validate and for employer branding along with the recognition of the work that we do within the resort in the eyes of the public.



Underwater S Policy signing:

Adaaran Resorts marked history by signing the Sustainability Policy underwater in the year 2016. This unique approach was pursued as the underwater marine life is an important aspect of the ‘Sunny side of Life’. With tourists flocking to the Maldives in order to enjoy and embrace the underwater life, the islands are in threat of over-tourism related issues. The move to sign the Policy underwater was with the aim drawing the importance of protection of this beauty. Most of the team who partook in this ceremonial signing were first time divers, drawing even more attention to the event.

<https://www.hoteliermaldives.com/adaaran-resorts-sustainability-policies/>



- **Adaaran Executive Development Program**

The idea behind Adaaran Executive Development Program was to train and develop young university graduates to take leadership role in the Adaaran Resorts. The Group took under its wings, five Management Trainees form IHM Chennai for a 12 month program.



Adaaran Kurimagu - The biggest local Management Training Programme

The Idea of Adaaran Kurimagu was generated from the context of a Corporate Social Responsibility program / CSR of Adaaran Resorts by L&D team whereby young Maldivians were trained and absorbed in to the Resorts' cadre. Adaaran Resorts was isfirst and only international company to conduct such large-scale development program for local youth in the Maldives.



<http://www.islandchief.com/post/?id=48560>

<http://www.travelnewstalk.com/adaaran-kurimagu-management-training-programme-launched-in-the-maldives.html>

Adaaran Apprenticeship Program

Adaaran Apprenticeship Program to train, develop and provide employment opportunities to young Maldivians was conducted in 2018. During the apprenticeship program they were given a training allowance, accommodation and meals where the identified youth covered learning in Housekeeping, Front Office and Food & Beverage sectors.



Adaaran resorts have successfully completed three (3) Apprenticeship Programs at Adaaran Select Meedhupparu training 10 number of youth.

Awards and Achievements

- Travelife Gold Certificate for all 4 Adaaran resorts
- Travelife 2nd Runner up award for 'Looking after employees and protecting human rights'
- Best HR- MATATO Travel Awards
- FHAM Bed Making Champions - 1st such competition in Maldives,
- FHAM Culinary Challenge Winners (3 Gold, 14 Silver, 19 Bronze, 14 Merit)
- 50 most talented HR leaders: Award included 2 of our HR/L&D Professionals (corporate L&D Manager & Head of HR Meedhupparu resort)



Adaaran Resorts learning and development function is distributed under following approaches.

1. **Associate Training:** Trainings given to enhance competencies of associate's current job.
2. **Associate Development:** Solutions to enhance the competencies of the future job requirements.
3. **Associate Engagement:** Activities to enhance the employee motivational levels.
4. **Certification Training:** Achieving Certifications through associate participation and be competitive in market.
5. **External Training:** Trainings which are conducted by external parties other than the corporate L&D team and resort department trainers.

1. Associate Training

- Room Standard Training
- Boat Crew Training
- F&B Service Training
- Selling Skills
- Coffee Competition Training
- Service Recovery
- FO Training
- First Aid Training
- Magic Words
- Upselling Skills
- Orientation
- Re-orientation
- Reputation Management
- Heart Based Hospitality

Under associate training, 104 programs were conducted throughout four Resorts with total trained hours for Associate training being 3,004 hrs.

2. Associate Development

- Certified Trainer Program
- Adaaran Kurimagu (MTP) Programme
- True Art of Service Butler Training
- Adaaran Executive Development Training (Indian MTP)

Under associate development, 61 programs were conducted throughout the Resorts with total trained hours being 5412hrs

3. Associate Engagement

- Dhivehi Rahathah Challenge
- Bed Making & Decoration Competition

Under associate engagement, 2 competitions were held resort level and inter-resort level with total training/competition hours being 1756hrs

4. Certification Training

- Travelife Training
- Sustainability Training

Under certification trainings, 40 trainings were held throughout Adaaran Resorts with the total training hours being 1470.5hrs

5. External Trainings

- Managing Hotel Reviews
- Effective Auditing and Inspection Skills
- Food Protection Managers Program
- 7 Habits of Highly Effective People
- Legionella Control

Under external trainings 5 trainings took place with total trained hours of 292hrs

For the past 12 months from April 2017 to March 2018, number of **Training Sessions** were **228** on the above said areas with **11,898 training hours** covering the resorts. Number of trained individuals are **1,861 associates**.

- Corporate Training Hours Per Associate: 11 Hours / Associate
- Department Training Hours Per Associate: 14 Hours / Associate
- Training Hours Per Employee for the financial year 2017-18 is: 25 hours / Associate



Adaaran Ungenemaa Hingaa / Adaaran Learning & Development

<https://www.facebook.com/profile.php?id=100012282136362>

Learning & Development

.....We make diamonds ...