

 <p>INNARCHIVE.COM - BACK TO BASICS</p> <p>GROOMING</p> <p>TRAINING SESSION PLAN</p>	TITLE	Grooming – “People Business 2”
	TARGET GROUP	All new employees
	DURATION	1.5 hours
	VENUE	Training Room
	GROUP SIZE	Flexible
	TRAINED BY	Training Mgr, Asst. Mgr, Training Officer

PURPOSE

To develop the values of respect, cultural diversity, team oriented and performance by introducing our grooming and appearance guidelines in an interactive manner, helping team members to embrace the idea that individual service differs from individual styling and grooming habits, and that restrictions are not to be taken personally. Uniform and appearance influence our image and our clients’ first impression.

SELECTION CRITERIA

All new team members

OBJECTIVES

By the end of this session participants will be able to:

1. Explain the importance and benefits of first impressions for themselves and our guests
2. List Company’s grooming standards
3. Identify the difference between regular grooming and immaculate presentation
4. Avoid image-harming habits

RESOURCES

Flipcharts/whiteboards	Handouts
Notebooks	Workbook
Pens	Give-aways, healthy snacks
Markers (Mixed colours)	Table Toys
AV Equipment: Data projector, CD player, video/DVD, Laptop	DVD’s/Music http://www.videojug.com/tag/beauty-and-style for grooming videos; “Pretty Woman” music by Roy Orbison

ROOM SET-UP

- U-shape, Cabaret
- Pads, pens, mints on tables
- Water / tea, coffee

SESSION PLAN FRAMEWORK

Setting the scene	Pre-session set up Welcome & introduction Icebreaker
Content	Grooming Standards Hygiene Standards Body Language Women's Grooming Men's Grooming Bad Habits Supervisor's Role
Re-Cap	Re-Cap Follow Up Activity
Wrap-up	Wrap up

Time	Topic	Learning Activity	Resources
20 min prior to start	Pre-session set up	Pre-reading: http://beauty.about.com/library/weekly/aatp111601.htm “Pretty Woman” music by Roy Orbison playing Flipcharts prepared AV equipment set up F/C 1 on wall (Objectives) Other relevant posters on walls (good grooming examples from magazines etc.) Opening presentation slide on screen	
5 min	Welcome & introduction	<ul style="list-style-type: none"> ✿ WELCOME!! & self introduction from trainer ✿ Please sign attendance list ✿ Q: – To stimulate interest in the topic, i.e. “What is a <i>look</i>?” A: A way to identify a certain person our group of people, it is sort of an identity. In our case it is the way we believe and experience our clientele to expect and like us to look. Just like the look of our marketing collateral, our look is part of our corporate identity. ✿ WHAT we’ll cover today – review Flip Chart (F/C) 1 which should have the list of Learning Outcomes ✿ HOW we’ll work – participation, lots of questions and activities, stretch & smoke breaks, drink lots of water to stay focused, Evacuation – nearest exit, Note paper & pens – take notes (but not the pens!) Focus on participation, good learning & fun ✿ WHEN does the session finish & have breaks 	F/C 1 – Learning Objectives
10 min	Icebreaker	<ul style="list-style-type: none"> ✿ WHO is in the room with us today? Lets meet each other through a quick activity - Icebreaker <p>Introduce yourself and share one thing you would expect a luxury service provider to “look” like. This could be an employee of 5 * hotel, a stewardess of a 1st class airline, an employee at a Hermes or Cartier shop etc. “Look” can include appearance, behaviour and/or grooming.</p>	

Time	Topic	Learning Activity	Resources
5 min	Good enough?	<p>✿ WHY are we here?</p> <p><i>Trainer's note: The underlying idea is that people are best motivated by self-interest. Many people are most cooperative when they clearly understand the direct personal benefits that result from attending this training.</i></p> <p>So we do have a certain image in our minds which we expect from others who work in the same industry as us “the luxury service industry”.</p> <p>Have a look at your colleagues on this slide.</p> <p>Q: What do you like? Is there anything they could do better?</p> <p><i>Trainer's note: Note the positives on the “icebreaker flipchart”. Note the “could be betters” on a separate sheet and keep both visible for future reference. Refer to the notes throughout the training.</i></p>	
2 min	Grooming Standards	<p>We are all on stage and under the spotlight so if we respect our guidelines and put some extra effort into our grooming we will avoid other people finding “could be betters” when they see us. This is of course important for the image of the hotel but also for your personal image when you meet new people, have job interviews etc.</p>	
5 min	Did you know?	<p><i>Trainer's note: Ask questions first rather, than have the facts appear on the slide.</i></p> <p>Q: How much of your image do you think is related to visual messages? A: Over 60%.</p> <p>Q: How long do you think it takes to form a first impression? A: Great first impressions are formed within the first four (4) minutes of meeting.</p> <p>Q: What do you think about changing a poor first impression? A: Difficult because first impressions are lasting impressions.</p>	

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		Alright, so let's go through what the <i>Company Look</i> looks like – what is the professional Company Image?	
5 min	Professional Company Image	<p>Concluding from what we have just seen:</p> <ul style="list-style-type: none"> ✿ Present a polished professional image ✿ Make use of the power of your appearance ✿ Your image speaks volumes about you ✿ Your professional image & appearance is reflected not only through your capabilities, but as well through your grooming habits, attitude and body language <p>Let's have a look what this means for us:</p>	
5 min	Uniform	<i>Trainer's note: Go through slide quickly.</i>	
3 min	Name badge	<i>Trainer's note: Go through slide quickly.</i>	
3 min	Shoes & Footwear	<i>Trainer's note: Go through slide quickly.</i>	
3 min	Jewellery	<i>Trainer's note: Go through slide quickly.</i>	
3 min	Accessories	<i>Trainer's note: Go through slide quickly.</i>	

Time	Topic	Learning Activity	Resources
2 min	Hygiene Standards	<p>Q: Who washes their hands after using the toilet? A: (Trainer’s note: Most of the time all participants raise their hands.)</p> <p>It is funny that everyone always answers this question positively. Next time you go to the mall, the train station or the movies stand in the public toilet and count how many people leave without washing their hands!</p>	
3 min	Did you know?	<p>Let’s take a look at some interesting facts:</p> <ul style="list-style-type: none"> ✿ Half of men and a quarter of women do not wash their hands after using the toilet ✿ The number of germs on fingertips doubles after using the toilet ✿ A 1mm hair follicle can harbour up to 50,000 germs ✿ 1,000 times as many germs spread from damp hands than from dry hands <p>This is why we should take some time to talk about hygiene. Hygiene is not so much what you see at first glance but often what we see when we take a closer look or when we get close enough to smell!</p> <p>Our guests trust us. They let us in their most intimate space without knowing us – something which may take weeks or months in their private lives. We handle things they put in their mouths, things that touch their skin, they touch etc. We owe it to them that these things are hygienically clean.</p> <p>On another note, a lack of hygiene can be very expensive or ruin our image:</p> <ul style="list-style-type: none"> ✿ The government will charge us fines if their audits prove a lack of prescribed hygiene ✿ In some countries (like the US, UK) a guest might sue the hotel for lack of hygiene resulting in a food poisoning for example ✿ Imagine the negative press one of our hotels or the entire group could get if a celebrity or a group fell sick due to lack of hygiene 	

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3 min	Personal Hygiene	<i>Trainer's note: Go through slide quickly.</i>	
2 min	Scents and fresh breath	<i>Trainer's note: Go through slide quickly.</i>	
5 min	Body Language	<p>Q: Even if someone is perfectly groomed and has impeccable hygiene they may not make a good first impression. Why could that be? A: Body language and posture.</p> <p><i>Trainer's note: Imitate someone leaning, slouching etc.</i></p> <p>Q: What do you know about body language? A:</p> <ul style="list-style-type: none"> ✿ 55% of communication is body language ✿ Body language happens sub-consciously ✿ Body language influences the way we feel and talk (positive or negative) ✿ Body language influences our image and what others think about us! <p>Like our guests' body language helps us understand what they are thinking and feeling, what their needs and expectations are, our body language projects our emotions and thoughts and literally determines our aura and how others react towards us – professionally and privately.</p> <p><i>Trainer's note: Go through points on the slide.</i></p>	
2 min	Women – Hair	<p>Since it is ladies first, we will now look into women's grooming.</p> <p><i>Trainer's note: Go through points on the slide.</i></p>	

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2 min	Women – Skin	<i>Trainer's note: Go through points on the slide.</i>	
2 min	Women – Hands and Feet	<i>Trainer's note: Go through points on the slide.</i>	
2 min	Men – Hair	<p>Perhaps you have noticed that the trend towards men's grooming is growing. There are "all male spas", more and more skin and hair products for men are on the market etc.</p> <p>So, let's take a look at what is expected from a "modern man" grooming wise.</p> <p><i>Trainer's note: Go through points on the slide.</i></p>	
2 min	Men – Skin	<i>Trainer's note: Go through points on the slide.</i>	
2 min	Men – Facial Hair	<i>Trainer's note: Go through points on the slide.</i>	
2 min	Men – Hands and Feet	<i>Trainer's note: Go through points on the slide.</i>	
5 min	Bad Habits	<p>Maybe you thought before attending today – what is there to grooming. I think now it is clear that it is easier said than done.</p> <p>Finally, one last thing that can ruin our image or lead to poor hygiene is bad habits.</p> <p>Q: Which bad habits come to your mind? A:</p>	

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		<ul style="list-style-type: none"> ✿ Biting nails ✿ Chewing on pens/pencils ✿ Sneezing or coughing in public and/or without covering face with hand and/or tissue ✿ Blowing nose in front of guests ✿ Sniffing ✿ Making guttural noises ✿ Picking ears, nose or teeth ✿ Scratching ✿ Playing with hair ✿ Picking at underwear <p>You may know that these are bad habits; however the dangerous thing is that we usually indulge in (bad) habits without noticing. There is a saying that says: “If it itches man will scratch!”.</p> <p>So please, when you leave here today take a couple of days to practice self-awareness and make plans about how to kick those bad habits.</p> <p>You will feel the difference in your professional and in your work life!</p> <p>Remember – it takes 21 days (of work) to breed or get rid of a habit (good and bad).</p>	
5 min	Supervisor’s role	<p>Q: Last but not least, how can managers and supervisors support great grooming?</p> <p>A:</p> <ul style="list-style-type: none"> ✿ Departmental grooming checklist ✿ Grooming checks ✿ Grooming correction kits 	
	Re-cap	<p>Q: So according to you – what is the difference between good grooming and impeccable grooming?</p> <p>A: Not only superficial but also taking into account hygiene, body language, awareness and elimination of bad habits.</p>	

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		<p><i>Trainer's note: Ask re-cap questions and reward first and best answer with healthy sweet or ideally with small grooming gift (i.e. lip-gloss, small soap, mini toothpaste, hand cream etc.).</i></p> <p>Q's:</p> <ul style="list-style-type: none"> ✿ How much that is believed about us is visual (%)? ✿ What is the shortest a skirt hem may be? ✿ How often do you change shirts, blouses and undergarments? ✿ Where do you carry your name badge? ✿ How many earrings may ladies wear? ✿ Why are dangling earrings not allowed? ✿ When is the best time to shower? ✿ What happens to germs on your fingertips after using the toilet? ✿ What happens when you eat and drink onions, garlic, strong spices, coffee, smoke cigarettes? ✿ When should you brush your teeth? ✿ Name 3 positive body cues. ✿ Which colour nail polish may ladies wear? ✿ How often must men shave? ✿ How can men avoid cuts and pimples? ✿ Which bad habits must we eliminate? ✿ How long does it take to eliminate or groom a habit? 	
5 min	Action Plan and Wrap up	<p><i>Trainer's note: An action plan helps ensure that participants transfer their new skills/knowledge back into their workplace. An Action Plan worksheet should be filled in by the participant and collected by the trainer who will photocopy it and give both copies to the relevant HOD. The HOD should keep one copy for reference and give the other to the staff member during a sit down discussion about what the staff member learned during the training session and how they are going to apply it in their job. The Action Plan template can be adapted to various purposes and topics.</i></p> <p><i>Training is expensive; therefore we aim to achieve a return on investment (ROI) by doing</i></p>	

Time	Topic	Learning Activity	Resources
		<p><i>this.</i></p> <p><i>Participants complete the Training Evaluation Form.</i></p> <p>“Thank-you and good luck!”</p>	

FOLLOW-UP ACTIVITY

- ✿ Incentive: Have a monthly or quarterly “best groomed” award and offer spa-vouchers, cosmetic items etc.
- ✿ Department Heads/Supervisors to hold grooming checks before each shift!!!
- ✿ Hire professional photographer to make “funky” or “supermodel” style posters of super-groomed employees and decorate back of house.