**STAFF TRAINING PLAN TEMPLATE**

**Program overview**

*[Insert a few sentences to describe your program. See below for an example].*

Our plastic-free program at [hotel name] has been developed to reduce single-use items and waste, and implement practical reusable solutions.

**Purpose and training objectives**

*[Insert your purpose and training objectives here. See below for an example].*

Purpose: To eliminate single-use plastic items across the hotel and replace them with reusable alternatives, while ensuring all staff are confident and capable in supporting the transition.

Objectives:

By the end of the training, all staff should:

1. Understand the hotel’s commitment to eliminating single-use plastics, and goals for the program
2. Recognise which single-use items are being removed and why
3. Know how to use, clean, and restock/refill the new reusable alternatives
4. Feel confident communicating with guests about the changes
5. Be able to troubleshoot basic issues (e.g. misplaced items, guest concerns)

**Target audience**

*[Insert your hotel’s departments/teams here. See below for an example].*

* Management
* Housekeeping
* Front-of-house
* Food and beverage
* Maintenance

**Training plan**

| **Module** | **Audience** | **Delivery method** | **Duration** | **Trainer** | **Date/s** |
| --- | --- | --- | --- | --- | --- |
| *E.g. How to Use & Manage Reusables* | *Housekeeping**F&B**Maintenance* | *In-person workshop with hands-on learning opportunities* | *3 hours* | *Housekeeping and F&B team leaders* | *01/10/2025**01/11/2025**01/12/2025* |
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**Supporting materials**

*[Detail any supporting materials required here. See below for examples].*

* Printed quick-reference guides for departments
* Visual signage for guest areas and staff zones
* Cleaning, F&B service, and restocking procedures

**Evaluation and continual improvement**

*[Detail how you are going to measure the effectiveness of your training. See below for examples].*

| **Metric** | **Method** |
| --- | --- |
| Staff confidence | Short post-training quiz and discussion |
| Staff feedback | Surveys or one-on-one check-ins |