ABSTRACT

The study aimed to measure the role and importance of training programs in boosting the efficiency of human resources and improving hotel services quality in the hotel of the faculty of tourism and hotels in Fayoum University. The study includes an overview of the concept, principles and stages of training, the role and the training quality in improving the hotel services quality. A field study was conducted in the hotel of the faculty of tourism and hotels in Fayoum University; the researcher makes survey for all of the hotel's employees, the trainers in the faculty of tourism and hotels and a random sample of the guests that arrived at the hotel. The researcher used questionnaires and checklists for emphasizing on planning, designing, implementing and evaluating the training programs. While, the researcher distributed (1320) questionnaires, (1094) were returned. The response rate reached (82.9%). The researcher collected data from field study which distributed for studying and processing the hypotheses and statistically significant tested. Statistical Package for Social Sciences (SPSS, 0.16) program was used when analyzing the data. Certain results were reached: the existence of difference between performance and efficiency before and after the training, improvements in training quality leads to improvements in the hotel services quality and the adoption of the quality management helps in improving training and hotel services quality. Furthermore, the study aimed to provide some recommendations which may help the objective of the study.