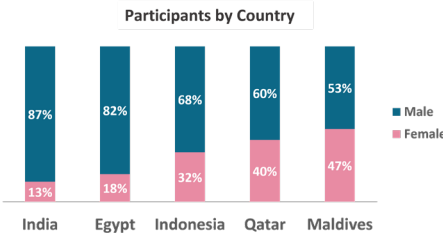




PASSPORT TO SUCCESS® (PTS) CONCIERGE 2022 EVALUATION

Background

The Passport to Success® (PTS) Concierge evaluation assessed the effectiveness of the PTS Concierge online course and its potential effect in the workplace. IYF partnered with five Hilton properties in five countries for the evaluation conducted from September 27 to November 24, 2022. The following hotels participated: the Hilton Alexandria Green Plaza, in Egypt; the Hilton Salwa Beach Resort and Villas, in Qatar; the Hilton Jaipur, in India; the DoubleTree by Hilton Jakarta- Diponegoro, in Indonesia; and the Conrad Maldives, Rangali Island in Maldives. In total 428 Hilton employees participated, including 363 team members and 65 supervisors. One third of the participants are females. The evaluation used two surveys to capture both the team members’ and supervisor’s perspectives. The instruments were offered in four languages: English, Hindi, Arabic and Indonesian.



In addition to the quantitative and qualitative data that was collected and assessed during the evaluation, the Conrad Maldives offered to collect and share with IYF supplementary impact stories through a video and poster creation activity. Some of the impact stories are shared as valuable additional qualitative information in the PowerPoint presentation. This evaluation measured 12 life skills: Conflict Management, Empathy, Responsibility, Self-Awareness, Self-Confidence, Self-Management, Resilience, Critical Thinking, Problem Solving, Communication, Teamwork and Customer Service. The skills covered in the evaluation aligned very closely with IYF’s Life Skills Framework.

Highlights

- After the training, team members ranked themselves highest in Resilience, followed by Conflict Management, Self-Confidence, Critical Thinking, Empathy and Teamwork.
- Team members reported significant increases after having completed PTS Concierge in each of the 11 life skills measured.
- The greatest life skills changes after taking PTS Concierge were in Conflict Management and Self-Confidence, both of which improved by 22%; followed by Critical Thinking, which improved by 19%; followed by Communication, Resilience,





- Empathy, and Responsibility, all of which improved by 18%.
- More than 85% of team members said the course was useful, relevant and that they would recommend it to others.
 - 86% of supervisors rated team members that had taken PTS Concierge as better performers compared to others.
 - Supervisors reported positive changes in all the life skills measured in the evaluation: the greatest areas of improvement were Customer Service (90% of team members improved), followed by Teamwork (89%), Communication (87%), Resilience (85%), Self-Awareness (85%), Self-Confidence (84%), Self-Management (83%), Empathy/Responsibility (82%), Problem Solving (80%), and Critical Thinking (66%).
 - 93% of team members that took PTS Concierge were still employed when surveyed (490 of 525).
 - 45% of those that took PTS Concierge have been promoted or are considered ready for promotion.

Number and Percent of team members with a positive change by supervisor ratings

Skill	Number (n=575)	%
Customer Service	519	90%
Teamwork	510	89%
Communication	499	87%
Resilience	491	85%
Self-Awareness	488	85%
Self Confidence	482	84%
Self-Management	480	83%
Empathy/Responsibility	473	82%
Conflict Management	471	82%
Problem Solving	460	80%
Critical Thinking	379	66%

How was PTS Concierge Helpful or Valuable?



Team Members, Hilton Hotels

Team members across five countries reported improved life skills after the course. Supervisors support their assessment, as 86% consider the team members that had taken PTS Concierge better performers compared to others. In addition, the feedback provided by team members on the impact of the course in their work life was extremely positive.

Important to note, the highest skill rated by supervisors to have increased in team members after taking the course was Customer Service. 93% of team members that completed the course remained employed by Hilton, and close to 50% of them were also promoted or were considered ready for promotion, which represents a great benefit to the workplace.

Conclusion

The impact and effectiveness of PTS Concierge was meaningful and positive. The results also showed that the course can be an effective tool to create positive change in the workplace by increasing quality of service, employee job performance, retention, and promotion opportunities in the hospitality, tourism and customer service sectors while increasing learning and career growth opportunities for young people.