

THE SKILLS GAP

More than 74 million youth worldwide are unemployed and nearly 290 million are neither working nor studying. Travel and tourism, the world's single largest employer, is expected to generate 73 million new jobs by 2022. Filling these jobs requires that the next generation of hospitality leaders is equipped with the range of skills needed to succeed in today's complex marketplace.

Increasingly, educators and employers are finding that in order for young people to make it in this rapidly changing and globalized world, they need an educational foundation that includes more than academic and technical skills. Youth critically need life and employability skills to prepare them to be motivated and confident decision makers who can overcome adversity and realize their potential.

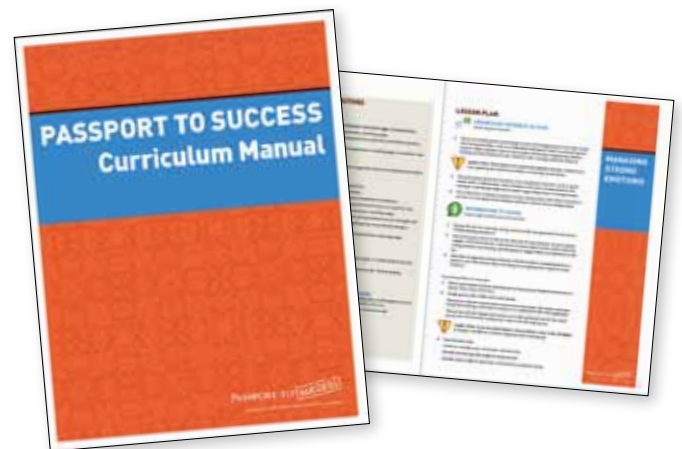
The importance of life skills in the hospitality industry cannot be overstated. Hospitality industry workers must be able to adapt rapidly to accommodate a degree of diverse challenges. This requires excellent communication skills, cross-cultural competencies, adaptability, and customer-service among others. Unfortunately, many young people entering the industry lack these fundamental skills..

LIFE SKILLS TO CLOSE THE GAP

- Hilton Worldwide is partnering with the International Youth Foundation (IYF) to introduce *Passport to Success*®, IYF's proven life skills program, to its vast and growing workforce.
- To date, 10 properties in the Kingdom of Saudi Arabia, South Africa, and Namibia are using *Passport to Success*®.
- Thirty *Passport to Success*® lessons have been adapted to the hospitality industry to increase the relevance of the course for entry-level Team Members.
- More than 20 Human Resource and Learning & Development Team Members have been trained as *Passport to Success*® trainers, following a Training of Trainers course and on-site coaching led by IYF.
- Hilton *Passport to Success*® Trainers are currently delivering the course to more than 100 entry-level Team Members at their properties.

WHAT IS PASSPORT TO SUCCESS®?

- *Passport to Success*® is IYF's world class life skills program that has been implemented in 28 countries, translated into 18 languages, and has impacted the lives of 63,500 youth.
- *Passport to Success*® is based on experiential instructional methods and utilizes a combination of interactive learning strategies to engage different types of learners.
- *Passport to Success*® covers four core competencies:
 - **Professional Development** (developing self-confidence, setting goals, building leadership skills)
 - **Problem Solving** (listening, creative thinking, managing conflict)
 - **Healthy Lifestyles** (managing risky behavior, promoting healthy living habits)
 - **Workplace Success** (working in teams, respecting diversity, time management)
- Young people who have participated in the *Passport to Success*® program are self-motivated, reliable, productive, and confident decision-makers able to overcome adversity and be responsible through life's many challenges—all skills needed in Hilton Team Members.



CONTACT US

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