

## TERMS OF REFERENCE (TOR)

### **Trainer for Homestay and Food Service Hospitality Training for the Local Community**

**Location: Khun Village, Bang Lang Commune, Quang Binh Dist, Ha Giang province**

The "**Swiss Tourism for Sustainable Development in Vietnam**" (**ST4SD**) project is funded by the Swiss State Secretariat for Economic Affairs (SECO) and implemented by **HELVETAS Vietnam and CRED**. The project aims to promote sustainable, inclusive, and community-based tourism in high-potential but underdeveloped regions.

In **Ha Giang**, the project is being piloted in **Ban Khun (Bang Lang commune, Quang Binh district)** and **Lung Hau village (Thai An commune, Quan Ba district)**. We are seeking a **Trainer** to support Homestays and local community in Khun Village.

#### **1. Background**

Ban Khun, located in Bang Lang Commune, Quang Binh District, has strong potential for developing community-based tourism rooted in local nature and culture. A key condition for sustainable tourism development is enhancing the quality of accommodation and food service provided by the local community.

Currently, local homestay and food service operations face significant limitations in hospitality skills. Therefore, training is urgently needed to provide basic knowledge and skills in accommodation services, food hygiene, customer service, and tourism etiquette.

#### **2. Training Objectives**

- Improve the skills of homestay owners and workers in providing quality guesthouse and food services.
- Ensure that local services meet tourists' expectations in terms of service quality, hygiene, and hospitality.
- Raise awareness of food safety, cleanliness, and professional attitudes among service providers.
- Promote local pride and hospitality through culture-based service delivery.

#### **3. Scope of Work**

The selected trainer will be responsible for:

- **Conducting a rapid needs assessment** of the current hospitality practices in the community.
- **Designing a short-term training curriculum** including the following key topics:

- Welcoming guests and communication skills
  - Room cleaning, bathroom hygiene, and deodorization techniques
  - Bed-making, linen handling, and daily maintenance
  - Food service and hygiene practices
  - Handling complaints and difficult service situations
  - Showcasing local culture through food and homestay space design
- **Delivering a 3-day hands-on training course** at a local homestay.
- **Assessing trainees' learning outcomes, develop and implement pre and post training test, and gathering feedback.**
- **Supporting the development of a simple service procedure guideline** for each participating household.
- **Develop a training report, including assessment of participants skills after the training, recommendation and next steps**

#### **4. Expected Outputs**

- At least 15 local participants trained in homestay and food service hospitality.
- Each household receives a basic hospitality service guideline.
- Each one of the four homestay in Khun village receives on-site coaching during the training.
- Final training report including skills assessment and training materials submitted to the project team.

#### **5. Trainer Qualifications**

- Bachelor degree, preferably in hospitality
- Proven experience in training in homestay and small-scale food service, especially in rural or mountain areas.
- Ability to teach from the basics with hands-on, practical guidance.
- Experience working with local communities; familiarity with Northern Vietnam's ethnic cultures is an asset.
- English proficiency is a plus (to support future international guest services).
- Priority given to trainers with experience in responsible or community-based tourism projects.

#### **6. Timeline and Location**

- **Location:** Ban Khun, Bang Lang Commune, Quang Binh District
- **Tentative Implementation:** Q4 2025. Exact date will be agreed after selection of the consultant
- **Training Duration:** Training preparation (1 days), conduct on-site training (3 days), post training report and assessment (1 day). Total 5 days

#### **7. Application Requirements**

Interested applicants should submit:

- Updated CV

- Cover letter
- Draft outline of proposed training content

**Submission email:** [assist3@st4sd.vn](mailto:assist3@st4sd.vn) and [Olivier.messmer@helvetas.org](mailto:Olivier.messmer@helvetas.org)

**Deadline:** 25/06/2025