

Typsy Skills Training Addresses The Growing Need for Hospitality Training Across Indonesia and Asia

The hospitality industry in Indonesia and across Asia is experiencing unprecedented growth and there is a strong need for accessible skills training.



Jakarta, Indonesia May 30, 2024 ([IssueWire.com](https://www.issuewire.com)) - The hospitality industry in Indonesia and across Asia is experiencing unprecedented growth. Typsy online skills courses, available at typsy.com addresses the growing need for hospitality training across Indonesia and Asia. Driven by a surge in international tourism, expanding middle-class populations, and increasing investment in tourism infrastructure, the demand for skilled hospitality workers is reaching new heights. This growth highlights the urgent need for comprehensive hospitality training to ensure service excellence and maintain competitive standards.

Asia, including Indonesia, continues to be a major global tourist destination. According to the World Travel & Tourism Council (WTTC), tourism in Asia-Pacific is expected to grow at an average annual rate of 5.4% over the next decade. Indonesia, with its diverse cultural heritage, stunning landscapes, and vibrant cities, plays a significant role in this growth. The Indonesian Ministry of Tourism projects that the country will attract 20 million international tourists by 2025.

This influx of tourists demands high-quality services and exceptional guest experiences, which can only be delivered by a well-trained workforce. The hospitality sector, encompassing hotels, restaurants, travel agencies, and other service-oriented businesses, requires employees who are proficient in customer service, management, and operational skills.

Despite the growth, there is a noticeable skills gap in the hospitality industry. Many businesses struggle to find employees with the necessary skills to meet the high standards expected by international travelers.

Parisa Riazati, Typsy Regional Account Executive says, “Customers across Indonesia mention consistent training gaps, in areas such as customer service and soft skills, language proficiency, and leadership skills. Existing tools to track training completed are also often fairly basic or difficult to use. Typsy makes that easy, accessible & fun!”

Employees need to be trained in the latest industry standards and practices, as well as in interpersonal skills that enhance customer interactions. This comprehensive approach ensures that employees are not only competent in their roles but also able to provide a memorable guest experience.

Online learning platforms like Typsy have emerged as crucial tools in bridging the skills gap. These platforms offer flexible, accessible training programs that cater to the diverse needs of the hospitality workforce and can be adopted quickly. Typsy, for example, provides a vast library of expert-led courses covering a wide range of topics from customer service fundamentals to advanced culinary techniques. The availability of courses with audio and closed captions in local languages, such as Bahasa Indonesia, further enhances the learning experience by making it more accessible.

Riazati, Typsy Regional Account Executive says Typsy online training courses are already used by many local hospitality groups to enhance their learning outcomes and improve guest experiences. This week, Typsy has expanded in the region by launching a new initiative this week with Dr Bambang Hermanto, CEO of MTM National Hospitality Certification and Growth Hospitality. He says, “This is an important step in providing access to industry experts from around the world to help local professional development and training. Typsy training allows us to do that with ease, both to support the hospitality university curriculum and on-the-job training”.

Typsy is more than just a learning platform; it is a comprehensive online training solution designed to

drive ongoing sustainable training outcomes within organizations. Typsy works with local organizations to enhance the skills of their workforce, ensuring that the training is relevant and impactful. These platforms allow hospitality professionals to learn at their own pace, anytime and anywhere, which is particularly beneficial for those balancing work and education or living in remote areas without access to traditional training facilities.

“Investing in hospitality training yields significant benefits for both employees and employers,” says Typsy Head of Growth, Felicity Thomlinson. “For employees, training enhances career prospects and provides opportunities for professional growth. Skilled workers are more likely to find employment in top-tier establishments, both locally and internationally, and can command higher salaries.”

For employers, a well-trained workforce leads to improved service quality, higher customer satisfaction, and increased retention rates. According to the LinkedIn Learning 2024 Workplace Learning Report, companies with a strong culture of learning and development experience 57% better retention of staff. This underscores the importance of continuous professional development in maintaining a competitive edge in the hospitality industry.

As the hospitality industry in Asia continues to grow, the need for effective training programs will only become more pronounced. Typsy executives are in Indonesia and Malaysia this week engaging in trade discussions with local hospitality groups, and the Ministry of Tourism, Education & Culture and Vocational Education. Typsy CEO and founder, Jonathan Plowright, says, “Collaborative efforts between governments, educational institutions, and private sector organizations are essential to develop and implement training initiatives that meet the immediate and evolving needs of the industry and help address employment gaps”.

Programs that combine online and offline training, focus on both technical and soft skills, and provide certification recognized by the industry will be key to building a competent and confident hospitality workforce. By prioritizing training and development, Asia can ensure that it remains a top destination for travelers worldwide, known for its exceptional hospitality and service standards.

Over the next 10 years, Indonesia’s Travel & Tourism sector is expected to grow at an average annual rate of 10%, twice the rate of the overall economy, which is forecasted to grow by 5.1%. The sector’s contribution to GDP will reach nearly U.S.\$ 118.4 billion (IDR 1,692 trillion), injecting an additional U.S.\$ 72.9 billion (IDR 1,042 trillion) to the economy and representing 5.7% of the total economy.

The forecast also reveals that the Travel & Tourism sector is expected to create more than 500,000 new jobs every year for the next decade, reaching more than 16 million employed in the sector by 2032. By the end of this year, the sector’s contribution to GDP is expected to grow 57.2% to U.S.\$ 45.5 billion (IDR 650 trillion), amounting to 3.6% of the total economic GDP, although employment in the sector is set to grow by just 2.1%, reaching just over 11.2 million jobs.

In addition to Indonesia's robust growth, Malaysia is also experiencing a tourism boom. According to the WTTC, Malaysia's Travel & Tourism sector is expected to grow by an average of 6.7% annually over the next decade. This highlights the broader regional trend of increasing tourism and the corresponding need for skilled hospitality professionals. Typsy has recently commenced a successful partnership to ensure that learners receive globally recognized qualifications, adding significant value to their professional development and enhancing their employability in the competitive hospitality market. KIP Hotel Kuala Lumpur, worked with facilitator Discovery Hotel Industry Consultancy in Malaysia to launch Typsy to upskill KIP's workforce. The “Kippers” undertook an in-depth onboarding session with Typsy and addressed real-time progress tracking and data-driven insights and optimizing training

effectiveness.

In conclusion, the hospitality industry in Indonesia and across Asia stands at a critical juncture. The rapid growth in tourism presents both opportunities and challenges. By investing in comprehensive hospitality training, the industry can equip its workforce with the skills needed to meet and exceed the expectations of global travelers, driving sustained growth and success.

References:

- World Travel & Tourism Council (WTTC)
- Indonesian Ministry of Tourism
- LinkedIn Learning 2024 Workplace Learning Report
- WTTC Indonesia Travel & Tourism Economic Impact 2023 Report

For more information and to explore the full range of courses available, visit [Typsy's website](#).

About Typsy

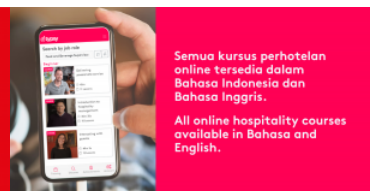
Typsy is a leading online learning platform for hospitality professionals, listed in the [Top 50 TIME Edtech companies globally in 2024](#). With more than 1500 expert-led lessons, courses, quizzes and micro-credentials, it has become a learning platform of choice for hotel managers and the hospitality industry. Typsy provides flexible, accessible, and high-quality training to individuals and hospitality businesses worldwide. Typsy's mission is to empower hospitality workers with the skills and knowledge they need to excel in their careers and deliver exceptional guest experiences.

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