



Summary

Le Tonle training guesthouse and restaurant is a social enterprise project of the Cambodian Rural Development Team (CRDT), a non-profit NGO in Cambodia). Le Tonle Training Guesthouse and Restaurant aims to provide free theoretical and practical training to young disadvantaged Cambodians in the area of tourism and hospitality such as front office, housekeeping, cooking and hospitality. By providing these skills in the short term, vulnerable youths are able to obtain varied and worthwhile careers and are able to live by themselves independently and support their family by sending some of their earnings back home. In the long term, the training is providing an opportunity for youth to develop themselves further in tourism professions and giving them general knowledge, which will enable them to take careers as one of the country's human resources. This will help solve the human development program of Cambodia and lift the poverty rate in the future. According to the global Multidimensional Poverty Index (MPI) from 2018, thirty-five percent of Cambodians are living in poverty, especially in the countryside.

About Le Tonle

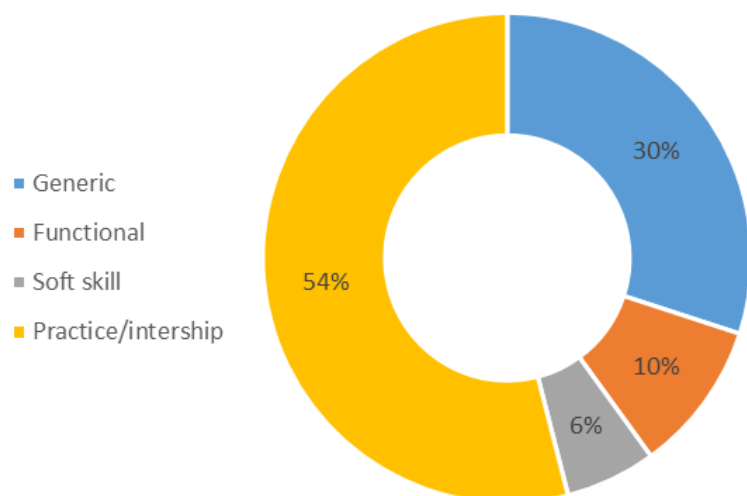
Le Tonle provides 100% scholarship for youth to learn from certified trainers and practice at the same time at Le Tonle guesthouse and restaurant.

Le Tonle is a social enterprise aims to:

- To contribute to poverty reduction and ecological conservation of Cambodia by introducing responsible, sustainable tourism and by training the local population to cater to tourists.
- To give theoretical and practical training to young disadvantaged Cambodians in the different areas of tourism professions to enable them to obtain varied and worthwhile careers.
- To provide quality training in response to the requirements of tourism professionals in Cambodia.
- To integrate the values of responsible tourism in the training.

Our 8-month training program

The Tonle training program is recognized by the Ministry of Tourism of Cambodia under the National Committees of Tourism Professional as a vocational certificate. Trainees are trained by our experienced trainers, many of whom were our graduates from 2008. Most of the training periods are focused on practising and interacting with the tourism industry by supporting trainees to develop generic competencies such as computer skills and English proficiency.



Progress report

Renovation

Upon receiving funds from the Government of Cambodia, Le Tonle is able to renovate and restart its guesthouse at the new location at Road Preah Somramirth, Psar Veng village, Kratie Town, Province (Along the river side around 3 minutes walk from its old location. This new funding from government and global giving is providing Le Tonle an opportunity to enhance its training program and restarting its guesthouse to serve tourists at post pandemic. Le Tonle had purchased some guesthouse materials to equip in the room so that it can accommodate guests as well as provide a place for our trainees to practice their housekeeping skills. Le Tonle also managed to repolish its kitchen materials such as tables and chairs to have them ready for our restaurant in the future. We renovated the front gate of our new building so that it is looking welcoming guests to stay. We installed the internet for the trainees as well as guests and repainted parts of the building to improve our branding. At the same time, I started to host guests to stay overnight. We received around 96 guests.



Guest Room at Le Tonle new location



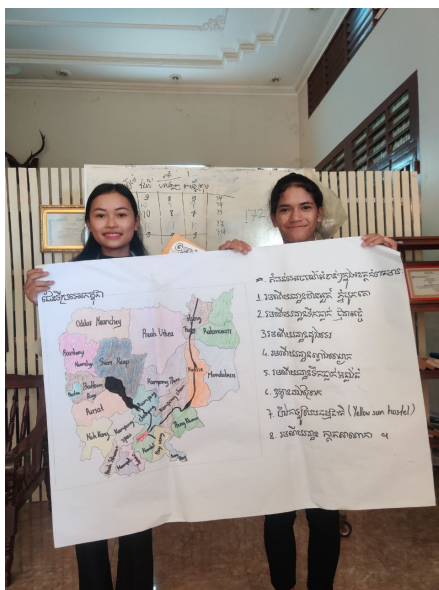
Repolishing restaurant materials



Building repainting

Training

The seven trainees who were recruited are taking the class at our new building. Two trainers contracted with Le Tonle to provide training in cooking, Housekeeping and Receptionist. There were one hundred and two hours of training conducted in the past 3 months to the recruited trainees on the course of cooking, housekeeping, receptionist, food and beverage and soft skills. While seventy-two hours were theory training and 30 hours practicing. At the current stage, all trainees could prepare a basic guest room for visitors. For example, bed preparation, bathroom cleaning, public area cleaning and bed make up. Trainees could also process the laundry of the linens and prepare them in the store for using. The improvement of housekeeping work for trainees is deeper cleaning while preparing rooms for guests such as dust on AC, dust on the window frame and dust on decoration tools. For cooking, they learned the basics of cooking hygiene and kitchen tools. Moreover, they also learnt the basic vocabulary for the kitchen. For the rest of courses such as Food & Beverage and Receptionist, the trainee is at the early stage which means they are not able to function the tasks yet but they have learnt the responsibility and roles of F&B and Receptionist.



Training activities and practicing activities



Our current biggest challenges

- Two of the team members moved to work at their hometown which created a strong pressure on the rest of the team who stayed.
- Trainees are still in low skill to perform the job sometime create medium service quality on guest room preparation
- Our Facebook page was hacked which lost a big network
- The training went a bit slow due to renovation activities