



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

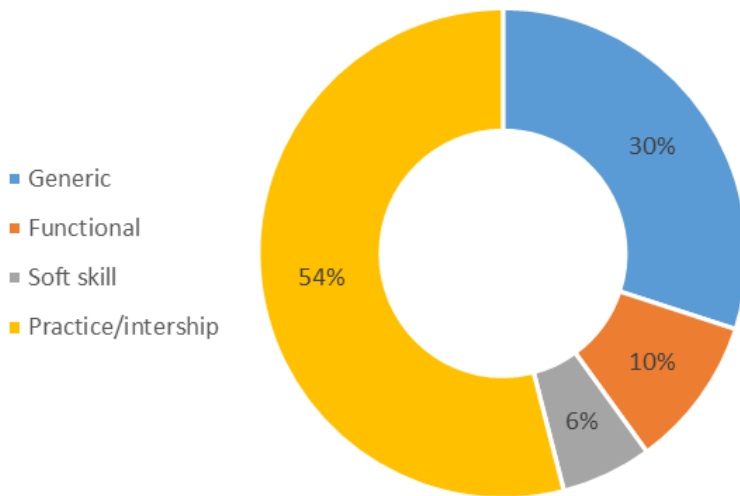
Le Tonle provides 100% scholarship for youth to learn from certified trainers and practice at the same time at Le Tonle guesthouse and restaurant.

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

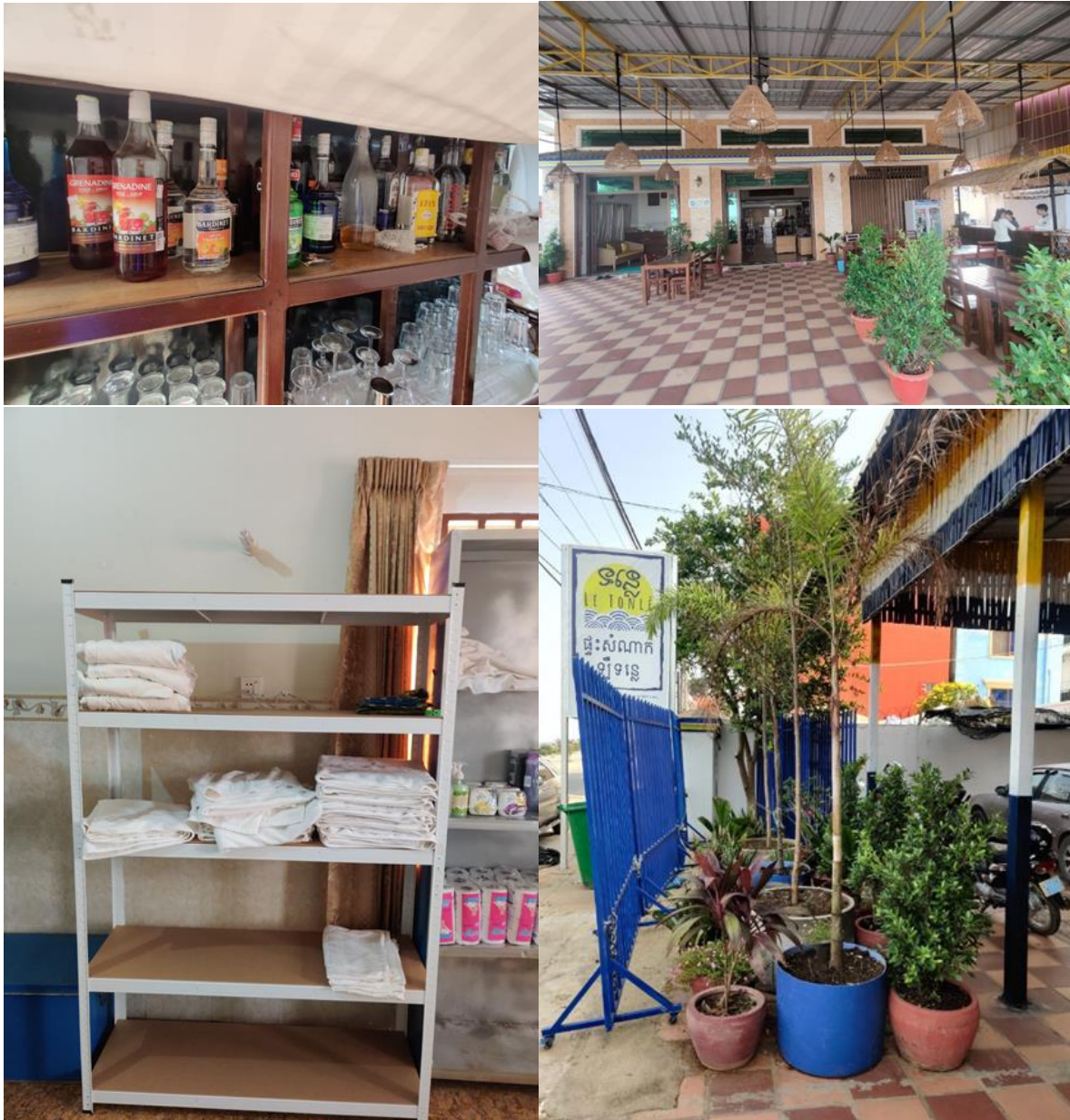
The Tonle training program is recognized by the Ministry of Tourism of Cambodia under the National Committees of Tourism Professional as a vocational certificate. Trainees are trained by our experienced trainers, many of whom were our graduates from 2008. Most of the training periods are focused on practising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



Progress report

Renovation

Additional renovation continued. We renovated the broken bathroom and water system leaking in the building and the material such as pip (PVC) and glue for fixing. Le Tonle hired local builders to work on this. Le Tonle was closed for about 1 week for this renovating work. Moreover, we hired a local electrician to install light for its restaurant and fixed some light problems in the building as well as installed the ceiling fan at the lobby. The materials for electricity are set up including tap, wire and lamps. To start its restaurant operation Le Tonle bought additional materials for its restaurant and kitchen. For example, stand fans, refrigerator, cocktail making tools, blenders and glasses. At the public area the team bought some plants and prepared a small garden to generate a green environment around the training center. In addition, Le Tonle worked with a local welder to create a fence for locking the training center at night. For the guestroom improvement, we installed one new room and its room equipment such as AC and hot water heater. Le Tonle also improved its laundry room by installing 3 new linen shelves. Le Tonle also installed internet for its training center and guesthouse.



Restaurant Renovation



Training

Le Tonle continues to train on cooking. There were 100 hours of cooking training for our trainees. As a result, the trainee could cook breakfast based on the Le Tonle menu. However, they can only cook a few dishes from Lunch and Dinner. In order to improve this Le Tonle is going to recruit a head chef where the head chef is going to continue to improve the trainee capacity. There were around 21 hours of soft skill training and on spot coaching. The Topics covered were problem solving, work responsibility, communication, team work, time respecting and working under pressure. There were 25 hours of bartender training and 18 hours of service provided to guests. As a result, trainees could serve all kinds of drinks of Le Tonle to guests and prepare the bar space plus managing the hygiene of the bar. That includes making shakes, around 10 types of cocktails and coffee. However, their weaknesses regarding this were English language and confidence. Le Tonle is going to use its existing resources to provide more English language training and confidence will need to do with their practice. Regarding housekeeping training, the trainees had improved their work remarkably. Their attention to detail has improved which means the guestroom is cleaner than the first 3 months and as a result the review in booking.com has improved too. Receptionist skill is still limited; this is due to their English language barrier. However, they are able to receive guest booking, use the booking.com system, receive phone calls and put guests into the room as well as provide information on availability. Le Tonle conducted one study for the trainees to visit Siem Reap Province by collaborating with the Hotel Association in Siem Reap. It was an amazing trip which allowed trainees to explore new worlds out of their comfort zone. They went to visit.....

Trainees met with one of the successful women tour guides (Kanha) who shared her experience around tourism in Siem Reap and her life story. They went to visit Angkor Wat temple, Taprom and Bayon temple.



Training activities and practicing activities

Our current biggest challenges



- Low number of tourist arrivals to the town of Kratie, therefore less practice for the trainee.
- We haven't conduct enough marketing due lack to people doing this job
- English of the trainees are still limited which need a lot more improvement