
INNOVATIVE TALENT COACHING AND CAREER DEVELOPMENT FOR CATERING PROFESSIONALS: TWINNING THE CATERING E-PORTFOLIO WITH TALENT AND JOB MATCHMAKING - ABSTRACT

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The intrinsic dynamics of our society require frequent transitions across a professional's lifetime. For the young graduate from education to work, for adults reintegrating from inactivity to new work or from one job to another either in the same branch or a job switch from one branch to another line of business. Continuous updating of one's professional competences is necessary, while specific prior acquired competences become obsolete due to the effects of rapid technological changes. Since the turnover of labour especially in the catering and hospitality branch is very high, each year a substantial number of new professionals are urgently needed to offer service to the customers and compensate for professionals leaving the profession. Hence decision makers, business executives and educationalist search for inventive ways to competence and career development in the catering business. To facilitate newcomers to enter the branch, support career development in the branch, the Dutch Catering Trade Institute (HBI) defined a strategy in "Catering in the Netherlands 2015" to innovate the profession, enhance lifelong competence development and facilitate transitions of catering professionals sustaining their employability and mobility during their career. Therefore the HBI develops two complementary portfolio systems. One for the employee: a career competence development and qualification system and one for the employer: a talent matchmaking system. The latter offers insight in the possible match of talented employees to existing career and job opportunities. Both the career development and talent management system are based on the catering professional portfolio's rooted in the catering's own competence register. In this case study we will present how the HBI found a new way to address the urgent demand for new qualified personnel in a profession with a structural high staff turnover concurrently innovating the profession to meet changing customer wishes. New is also the fact that the catering branch tackles these issues, like Tencompetence in an integrated way with competence development intertwined with business innovation and a person's professional growth. At the core of the presentation is the introduction to and demonstration the Catering talent development portfolio system for employees and the job-talent matchmaking system for employers. This will be accompanied by explanation of the underlying vision on which these instruments are build namely the idea of an employability portfolio in connection to the European Qualification Framework and personal growth and lifelong development in relation to the Tencompetence framework.

Keywords: Catering, restaurant staffing, employability, talent development, portfolio, Tencompetence

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