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|---|--|------------------------|
|  | <b>RESOURCE LIBRARY<br/>STRUCTURE &amp; ORGANISATION<br/>Job Description</b> | <i>CODE:</i> 02.04.054 |
|   |  | <i>EDITION:</i> 1      |
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|---|--|
| <b><u>Title:</u></b><br>职位                    | <b>Training Manager</b><br>培训经理                              |
| <b><u>Department:</u></b><br>部门               | <b>Human Resources</b><br>人力资源部                              |
| <b><u>Hierarchy:</u></b><br>报告人               | <b>Human Resources Manager</b><br>人力资源部经理                    |
| <b><u>Direct Subordinates:</u></b><br>直属下级    | <b>Training Officer, Training Coordinator</b><br>培训专员, 培训协调员 |
| <b><u>Indirect Subordinates:</u></b><br>非直属下级 | <b>N/A</b><br>无  |
| <b><u>Category:</u></b><br>级别                 | <b>L 3</b><br>3级   |


**Scope / 职能范围:**

Ensures all relevant departments are part of the training plan of the hotel. Conducts all training sessions to all employees from all departments and facilitates all training activities to take place internally or externally according to training needs analysis.

确保所有相关部门均作为培训计划的一部分。为所有部门的所有员工组织实施培训课程，并根据培训需求分析，督促所有内外部培训活动顺利完成。

**Responsibilities and Obligations / 职责及义务:**

- Conducts a ‘Training Needs’ Analysis and accordingly prepares an Annual Training Plan and Budget.  
组织实施“培训需求”分析，并据此准备年度培训计划及预算。
- Conducts off job training sessions as necessary, particularly in the areas of customer service and quality.  
在必要时组织酒店脱产培训，特别是客户服务质量方面。
- Pro-actively shapes a service oriented culture within the operation by measuring and monitoring guest feedback and establishing an effective and impactive means communicating this to management and staff.  
通过衡量及监管顾客反馈，积极主动的在运营方面营造一个以服务为导向的文化环境，并且通过有效且具有冲击力的方式与管理层及员工进行沟通。
- Provides individual or group instruction to Department Heads and Supervisors to improve the effectiveness of their staff meetings, performance appraisals or other training related activities.  
为部门负责人及主管提供个人指导或者群体教学，以提高他们的员工会议，绩效评估或者其它培训相关活动的效果。
- Conducts or resources management development according to needs identified via performance appraisals.  
跟据绩效评估得出的需求，组织或发起管理层开发。

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- Assists in the selection of Departmental Trainers, then trains and develops them through ongoing workshops and monthly meetings.  
协助部门培训师的甄选工作，然后通过不间断的研讨会及月度会议培训并培养他们。
- Tracks individual “high flyers” and ensures career progression within the hotel/company is planned to match their development potential.  
了解员工“个人志向”，并确保酒店/公司设计的职业规划与他们的发展潜力相匹配。
- Reviews appraisal forms and recommends appropriate development courses for Managers in the Hotel.  
阅读评估表，并为酒店管理层推荐合适的职业发展课程。
- Ensures all relevant departments have up to date Service Standards and Procedures Manuals and guides and coaches in the production of the same.  
确保所有相关部门均拥有最新的服务标准以及程序手册，并且在日常运作过程中根据此手册给与指导。
- Joins the Personnel Manager and respective colleagues in setting up Orientation Programmes and initial skills Training for new recruits and monitors this whenever possible.  
与人事经理及相关同事共同为我们的新员工提供入职培训以及入门技能培训课程，并随时跟踪。

#### **Security, Safety and Health / 保障, 安全及健康:**

- Maintains high confidentiality in regards to guest privacy.  
保证客人隐私高度机密。
- Reports any suspicious behaviour of guests and staff to the General Manager and Security.  
如遇客人或员工有任何可疑行为，及时向总经理及安保部门反映。
- Notifies housekeeper regarding lost and found objects.  
遇到任何遗失物品，及时告知客房部。
- Ensures that all potential and real hazards are reported appropriately immediately.  
适时及时的报告任何潜在或实在的危险。
- Fully understands the hotel’s fire, emergency, and bomb procedures.  
熟知酒店火灾，紧急情况以及爆炸疏散预案。
- Follows emergency procedures to provide for the security and safety of guests and employees.  
遵守所有紧急疏散预案，以保证客人及员工安全。
- Works in a safe manner that does not harm or injure self or others.  
以文明安全的方式工作，避免伤及自身及它人。
- Anticipates possible and probable hazards and conditions and notifies the Manager.  
预见可能的危险或情况，并及时告知管理人员。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.  
保持最佳个人卫生，着装，仪容仪表，肢体语言及行为。

#### **Competencies / 能力要求:**

- Good command of English and 2 other languages  
良好的英文及另外两种语言能力
- Human Resources educational background.  
人力资源相关教育背景

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- Good knowledge of MS Office i.e. Word, Excel PowerPoint, Outlook, Internet etc.  
良好的办公软件操作知识，如Word, Excel PowerPoint, Outlook, Internet等。
- 3 - 5 years experience as Training Manager in 5\* hotel  
3-5年五星级酒店同岗位工作经验。

**Interrelations / 相互联系:**

Contact with all departments, training consultancy partners  
与酒店所有部门以及培训咨询公司沟通合作。

**Executive Duties / 行政职责:**

To assume the functions and responsibilities of Duty Manager in accordance with the Hotel's Duty Manager's Roster.

根据酒店值班经理轮值表，承担值班经理职能及职责。

**Work Conditions / 工作条件:**

Regular hours with extra times occasionally.

正常工作时间，偶尔伴有

Date : \_\_\_\_\_  
日期

Reviewed By : \_\_\_\_\_  
审核人

Approved By : \_\_\_\_\_  
审批人

I \_\_\_\_\_ understand and agree to the above Job Description and that as a policy of XYZ Hotels & Resorts, it is the responsibility of all Employees, to be both willing to teach, in order to help colleagues reach their full potential and willing and accepting to learn, in order to progress and improve personal abilities, resulting in maximum guest satisfaction.

本人\_\_\_\_\_已了解并认可以上岗位职责，并知晓此岗位职责将作为海拉尔百府悦酒店的政策方针。乐于教授及乐于并接受学习是所有员工的职责。教授将帮助我们的同事发挥他们自身最大的潜能；乐于并接受学习将发展并提升个人技能。两者的最终目标是谋求最大的客人满意度。



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Employee Signature  
员工签字

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Date  
日期