

	RESOURCE LIBRARY – HUMAN RESOURCES Orientation	<i>CODE:</i> 04.01.001
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OBJECTIVE:目的:

- To introduce new employees to the company, hotel, and departments.
将新员工引入公司、酒店和各部门。
- To remove the anxiety level caused by a new environment, thereby improving the speed and ability at which new employee can provide the level of performance expected.
消除新环境所造成的焦虑水平，从而提高新员工可以提供预期绩效水平的速度和能力。

APPLICATION:应用:

Orientation part one is to be done immediately when a new employee arrives as this covers his/her immediate information requirements. It should be done jointly between the Human Resources department and the new employee's manager.

入职培训第一部分在新员工到达时立即进行，这包括他/她的即时信息需求。人力资源部和新员工的经理之间应共同完成入职培训第一部分。

Orientation part two should be scheduled once a month for all staff that joined in that particular month. In hotels over 200 rooms this may need to be twice-monthly.

入职培训第二部分应每月安排一次,全体员工均参加该月的培训。在客房数量超过200间的酒店，入职培训第二部分可能需要每月举办两次。

Orientation part two will be recognized by the manager responsible for training who will involve other specialists as necessary, e.g. Chief Engineer for health and safety, General Manager for company philosophy.

入职培训第二部分由负责培训的经理确认，他将负责联系必要的专家，例如：请总工程师介绍健康和安全，请总经理介绍公司经营理念。

It will be conducted in a professional manner using a location away from the immediate workplace, in company time. An orientation evaluation is to be completed at the end.

入职培训第二部分将在工作时间以专业的方式在远离直接工作场所的地方进行。培训结束时完成入职培训评价。


New employees should leave orientation feeling highly motivated, knowing that they have joined a professional company.

新员工应具备非常积极的入职培训意识，明白自己已经加入了一家专业公司。

STATEMENT OF POLICY

政策声明

1. Orientation is an introduction to the company, the hotel and the departments to enable individuals to fit into their jobs as quickly and as smoothly as possible.
入职培训是指介绍公司、酒店和各部门，使个人尽快、尽可能顺利地适应自己的工作。
2. All new employees are to receive a planned orientation, part one on arrival and part two within the first six weeks of employment. Each hotel will determine who is responsible for carrying it out and what the exact contents will be using the checklist given in the appendix as guideline.

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所有新员工都要接受计划入职培训,第一部分在报到时进行,第二部分在入职后的前六周内进行。各酒店将以附录中的清单为准则确定负责进行培训的人以及培训的确切内容。

3. The General Manager is to be personally introduced to all new starters on their first day of work.
总经理会在所有新员工上班的第一天亲自作自我介绍。
4. A follow up to orientation should be done within one month to determine its effectiveness in assisting new employees to settle down and become productive quickly.
应在一个月内对入职培训情况进行跟踪,以确定入职培训对帮助新员工安定下来并迅速提高工作效率的有效性。
5. Part one will cover at a minimum:
第一部分将至少包括以下内容:
 - Tour of hotel酒店旅游
 - Job role and description工作角色和描述
 - Hours of work and rota工作时间与轮值表
 - Salary details工资细节
 - Uniform issue制服发放
 - Grooming standards仪容仪表标准
 - Staff facilities员工设施
 - Meals and accommodation住宿及膳食
 - House rules/Fire procedure内务守则/消防规程
 - Staff handbook员工手册
 - Health, Safety, Fire and Security健康、安全、消防安防
6. Part two will cover at a minimum:
第二部分至少包括以下内容:
 - Company Philosophy公司理念
 - History – company and hotel公司和酒店历史
 - Organization chart – company and hotel公司和酒店组织结构图
 - Hotel knowledge酒店知识
 - Absence & Sickness缺勤与患病
 - Disciplinary & Grievance procedure纪律处分及申诉程序
 - Career opportunities工作机会
 - Guest courtesy/Complaint Procedure/Telephone skills殷勤待客/投诉程序/电话交流技能