	<b>RESOURCE LIBRARY – HUMAN RESOURCES</b> <b>Selection Process</b>	<i>CODE:</i> 04.01.020
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OBJECTIVE:目的:

- To ensure the most suitable person is hired for the job.  
确保雇用该职位的最合适人选。
- To protect the image and reputation of the company in the employment market.  
保护公司在就业市场上的形象和声誉。

APPLICATION:应用:

It is vital that the selection process is carried out professionally and consistently for jobs at all levels in our organization – today’s applicant may be tomorrow’s guest.

针对我们的组织中的各级工作专业、一贯地进行选拔过程是至关重要的-今天的申请人可能就是明天的客人。

It is the overall responsibility of the General Manager and Personnel Manager to ensure all correspondence at this stage of the recruitment process is of the highest standard.

总经理和人事部经理须全面负责确保招聘过程此阶段的所有函件均达到最高标准。

It is advisable that those involved in the selection process do receive training on interview skills. At a minimum there should be reliable text books on interviewing techniques made available in the hotel.


参与选拔过程的那些人员最好都接受关于面试技巧的培训。酒店至少应提供关于面试技巧的可靠教材。

The Personnel Manager should ensure all standard letters are reviewed to reflect the criteria laid down in this policy (see appendix for examples).

人事部经理应确保对所有的标准信函进行审查，以反映此项政策规定的标准（示例见附件）。

STATEMENT OF POLICY政策声明

1. It is the company’s policy to treat all applicants with courtesy and respect.  
公司的政策是礼貌、恭敬地对待所有申请人。
2. All solicited and unsolicited applications are to be acknowledged in writing within ten days and if appropriate, good candidates not required are to be forwarded to sister Hotels for their consideration.  
所有征求申请书和主动申请书都要在十形式确认，如果适当，不需要的良好候选人的申请书要转发给巴伐利亚姐妹酒店，进行考虑。
3. Interview should be conducted by the person with the authority to select. The interview should not be conducted without a completed application form or detailed C.V. either of which should be studied in advance.  
面试由具有选择权力的人负责进行。申请表或详细个人简历未填妥的，不宜进行面试，应对其中之一提前研究。
4. All candidate information and their application should be kept confidential. It is against company policy to approach a candidate’s current employer for a reference unless specifically approved by the candidate.  
所有候选人的资料及其申请应予以保密。除非经申请人特别批准，接近候选人的当前雇主了解情况是违反公司政策。

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5. An interview is a discussion which centers around a personal and confidential candidate information, it is therefore not thought appropriate by the company that interviews are conducted in busy public areas which may unease certain candidates.  
 面试是围绕个人和机密候选人信息的讨论，因此公司认为，在繁忙的公共场所进行面试是不合适的，这可能使某些候选人感到不安。
6. An interview should preferably be conducted on a one to one basis, however if for whatever reason more than one interviewer is required – the ratio must not exceed two interviewers to one interviewee.  
 面试最好在一对一基础上进行，但是，如果出于任何原因，需要一位以上的面试官时，一个被面试者的面试官人数不得超过两位。
7. Candidates should be treated with courtesy. No candidate should be kept waiting for more than 15 minutes, if this is necessary at all – refreshments should be offered and apologies given  
 对候选人应以礼相待。不宜让候选人等待的时间超过15分钟，如果确有必要的话，应为候选人提供茶点和并致歉。
8. Job and company information including an accurate summary of benefits and conditions should be provided to shortlist candidates. This is an excellent opportunity to promote the particular hotel and the company. Interviewers should never give a negative impression about the company in an interview even in an effort to paint a realistic picture. At the same time mentioning job difficulties or challenges should not be forgotten at this crucial stage either.  
 包括精确的福利和条件概要的工作和公司信息，应提供给候选名单上的候选人。这是宣传特定酒店和公司的一个极好机会。面试官绝不可在面试中给候选人留下公司的负面印象，甚至在努力描绘真实情况时也要注意。同时，在这个关键的阶段也不宜忘记提到工作困难或挑战。
9. A standard interview assessment form should be completed immediately after the interview.  
 面试结束后应填写标准面试评估表。