	RESOURCE LIBRARY – HUMAN RESOURCES Internal Cross Training	<i>CODE:</i> 04.02.007
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 2

OBJECTIVE目的:

- To allow employees the opportunity to develop their skills and knowledge by using the workplace as a training resource.
让员工有机会利用工作场所作为培训资源类发展他们的技能和知识。
- To develop the companies own talent and encouraging promotion from within.
开发公司自己的人才，并鼓励内部晋升。


APPLICATION应用:

- All employees are to be made aware via notice boards and orientation part two that the opportunity for internal cross-training exists.
所有员工都必须通过布告栏和入职培训第二部分意识到存在内部交叉培训的机会。
- An accessible, straight forward system is to be set up in hotel which should include an application/approval form
酒店制定一个简单明了体系，其中应包括申请/审批表
- It is important that the number of trainees accepted in one department is controlled. Departments such as Reception/Sales and Administration may prove popular with employees looking for a promotion, the maximum number is to be determined and extremely busy periods may be avoided altogether.
控制一个部门接受的培训生的数量十分重要。如接待/销售及行政等部门是员工比较青睐的，希望得到晋升的员工都想进入这些部门，要确定最大培训人员数量，这样可以完全避免与非常繁忙的时段冲突。
- The same criteria as recruitment should apply in terms of essentials like languages and appearance. Likewise, the same training criteria must also apply on the basis that guest service levels must be maintained and this is an investments in one of the hotel’s most important resources – its people.
招聘的标准应统一，适用于语言和外表等要素。同样，也必须在保持宾客服务水平的基础上采用相同的培训标准，这是对酒店最重要的投资资源-员工。

STATEMENT OF POLICY

政策声明

1. Our hotels want to offer its employees the opportunity to develop their skills and knowledge by using the facilities, resources and expertise already available in the hotel .
店希望利用酒店已有的设施、资源和专业知识为其员工提供发展他们的技能和知识的机会。
2. Employees may request cross training in another department of the same hotel providing that they have successfully completed the probation period on the following basis:

	RESOURCE LIBRARY – HUMAN RESOURCES Internal Cross Training	<i>CODE:</i> 04.02.007
		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 2

员工若已经成功地在以下基础上完成了试用期,可要求在相同酒店的另一个部门进行交叉培训:

- The duration will be for a minimum of four weeks.
持续时间至少为四周.
- The cross training will be first approved by the sending supervisor and Department Head, receiving supervisor and Department Head as well as the manager responsible for training and Director of Human Recourse and General Manager. Accepted applications are to be filed in training Department
交叉培训要首先经过递送主管和部门主管、收货主管接受主管和部门总监及负责培训的经理及人力资源部总监及总经理的批准。申请审核表在培训部归档。
- Each cross training should have a detailed training plan done by receiving department and evaluation for employee after training.
每个入职培训接受部门应做出详细的培训计划并且培训结束后给予评估。

3. Following approval, a skills trainer is to be allocated and the usual training procedure as for a new employee is to be followed.

获准后, 将分配一名技能培训师, 按照平时的新员工培训程序进行培训。

4. On completion, each cross training should be reviewed by the manager responsible for training. This will be particularly useful when a vacancy arises in that department whereby a trained internal candidate may be offered the opportunity before an external recruit.

培训完成后, 负责培训的经理应审查每个交叉培训。该部门出现空缺时,这一点特别有用,由此可在外部招聘之前为受过培训的内部候选人提供机会。