OBJECTIVE目的：

- To introduce new employees to departments.
将新员工介绍到各部门。

- 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程度，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：

1. Department training is essential to provide the skills and knowledge training for the staff .This training must be structured and conducted by certified trainers.
部门培训是为员工提供技能和知识必不可少的培训。这个培训必须是部门已认证的合格的培训员组织和协调。

2. Senior management must be involved in department training and must take full responsibility and accountabilityfor his/her divisional training.
高级管理人员必须参与到部门培训中并且对于本部门/分区内的培训必须负全部的责任及义务。

3. Department training must be organized based on the needs of the department/division.
部门培训必须是以部门/分区的需求为基础。

4. A structured training needs analysis must be conducted to identify these needs by the Department/Division heads. Division trainers (if applicable) and Training Manager. Refer to policy T/10.1 for the application on how to conduct a structured training needs analysis.
组织培训需求分析必须是由部门/分区总监来确定这些需求。部门培训员（如果适用）及培训经理。参考T/10.1的政策如何组织培训需求分析。

5. All department/division must submit their weekly department training schedule to the training department before the end of the week .Training Manager will consolidate the schedule and present it during the Monday's operation meeting.
所有部门/分区必须在每周最后一个工作日提交他们每周的培训计划给培训部。培训经理确定这些培训计划并且在周一运营会议上展示。

6. Trainers who are conducting these department training must be certified trainers, i.e. attend train-the –trainer program.
组织培训的培训员必须是认证的培训员，例如：参加培训员培训项目。

7. Each EXCOM member must conduct at least 1 training program per month.
每位行政管理委员会的成员每月至少组织一次培训。

8. Department/Division heads must audit the training programs if the training programs are not conducted by themselves, making sure that the content or the training is correct.
部门/分区总监必须审核培训项目如果培训项目不是他们自己组织的，要确保培训的内容是正确的。

9. Every training program will be evaluated by the participants using the course-evaluation form. Training Manager will consolidate the report and make recommendation if required.
每一个培训项目，参加培训的学院运用课程评估表对培训项目进行评估。如果有要求培训经理应对整合评估报告并且做出推荐。

10. Every participant will be tested at the end of the training .Testing could be in the form of Quiz, written test, or Question and Answer.
每位学员在培训结束后应参加测试。测试的形式可以是考试卷、书面测试、或者问答形式。

11. All trainers will be assessed by the training department using the trainer feedback form. Trainers who do not perform well should be coached by the Training Manager for improvement retraining of training skills.
所有培训员运用培训员反馈表对培训部门进行评估。对于不合格的培训员为了提高技能，培训经理应重新组织培训技巧的培训。

12. Training Department will select a good trainer of the month among the trainers who have conducted training for the month. Reference to criteria for the hotel-trainer of the Year award will be recommended. These criteria should be made known to all trainers via various communication channels, such as monthly trainers' club meeting
培训部每月将在组织培训的培训员中选择一位为每月最佳培训员。参考标准评选年度最佳培训员。这些标准应该通过不同交流的渠道告知所有的培训员。例如每月培训员会议。

13. Winners of the trainer of the month must be recognized appropriately at monthly meetings .Certificates should also be issued as recognition of their achievement.
每月最佳培训员应该在每月会议公布。认可他们成绩应该颁发证书。

STATEMENT OF POLICY
政策声明

1. The departmental training should fullyused training a need analysis and evaluatethis in daily work situations.
部门培训应该充分运用培训需求及在日常工作中做出评估。

2. Each department trainers should take responsibility to communicate and organize training issues.
每位部门培训员应该负责沟通及组织培训事宜。

Attachment 附件：

1. Department Training Plan
   部门培训计划

2. Department Training Report
   部门培训报告

The largest FREE resource tool for young hoteliers and seasoned professionals

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