



Overview of Departmental Trainer

Introduction to the new Departmental Trainers

... it's the start of something BIG! 😊

Agenda

Departmental Training Framework

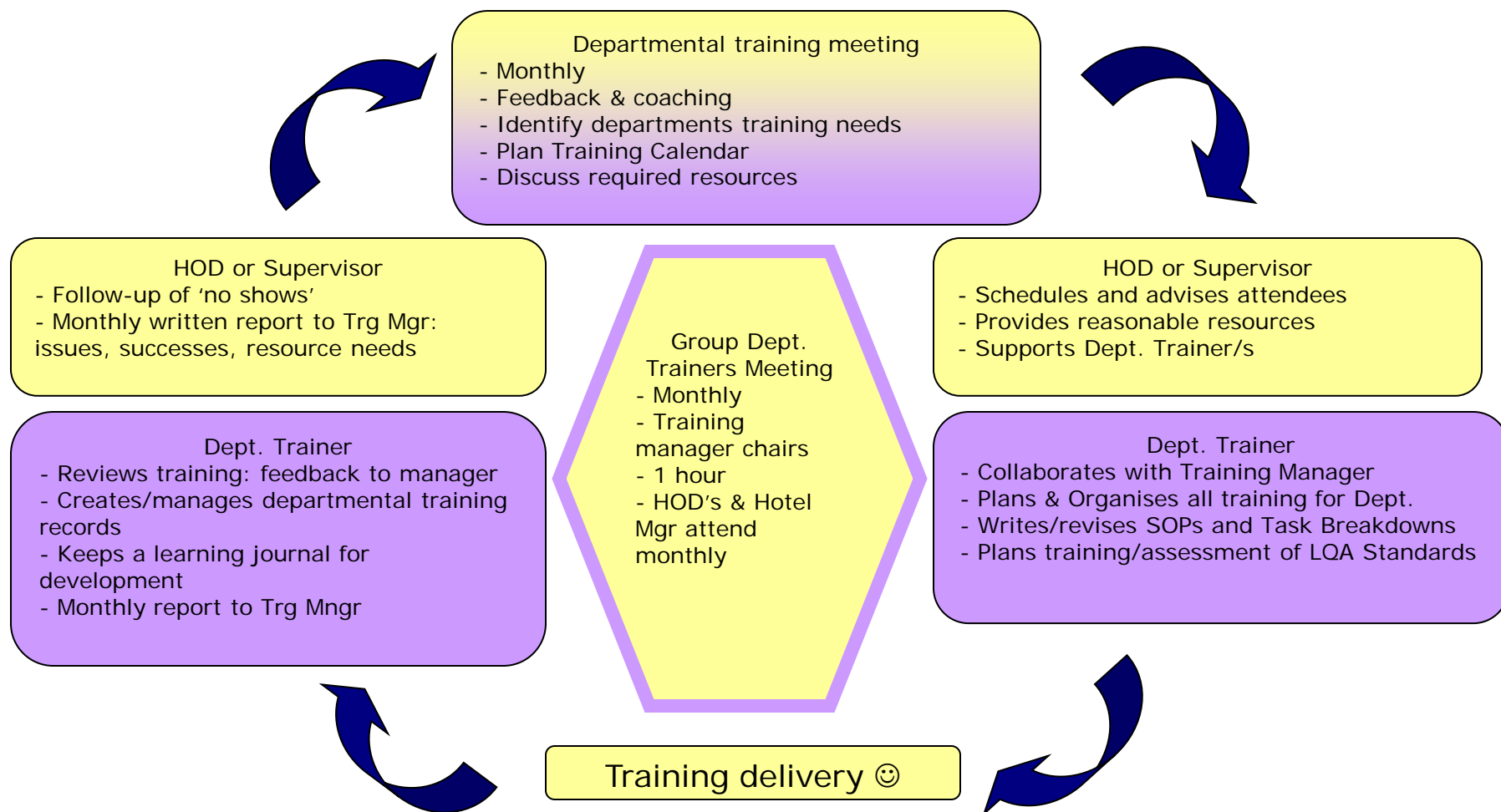
- ✿ Role of Departmental Trainers
- ✿ Role of Task Trainers
- ✿ Role of HOD's & managers
- ✿ Role of HR and Training Department
- ✿ Resourcing the vision

Action Plan

Outline of the Departmental Training process

- Identify Departmental Trainers
- Run Monthly Dept. Trainer meetings
- Identify Trained & Untrained Task Trainers
- Train Task & Dept. Trainers
- Monthly Task Training calendars from every department
- Monthly Task Training records & Report
- Task Training checklist per position
- Welcome Booklet for each Department
- Departmental Orientation checklist

Departmental Training Framework



Training Framework

In order to achieve this vision we must:

- ✿ Provide training services which always support business needs and quality standards
- ✿ Assist HOD's to sustain a robust Departmental Training Program
- ✿ Provide training services that reflect Best Practice - practical, innovative and addressing key needs of staff and managers
- ✿ Pro-actively identify training needs within this growing company
- ✿ Actively support HOD's to achieve their departmental goals
- ✿ Openly and professionally communicate with all levels regularly
- ✿ "Walk The Talk" – role model the topics we cover in training
- ✿ Continuously improve training programs, services as well as our own knowledge and skills

Departmental Training

Tasks for Departmental Trainers

- ✿ Departmental Orientation Checklist
- ✿ Dept & Task Trainers to attend 3 day Task Trainer course
- ✿ Task training plan for new team members: List all tasks per position e.g waiter, guest service agents, porter.
- ✿ Run Monthly Departmental Training meetings
- ✿ Attend Monthly Group Departmental Trainer meetings
- ✿ Submit HOD approved Welcome Book to TM
- ✿ Submit HOD approved Dept Task Training Calendar to TM by 25th of the month for following month's training
- ✿ Submit all Task training attendance records & monthly training report to TM by 5th of each month
- ✿ Formats in Public drive – Training folder

Role of Departmental Trainer/s

- ✿ Role model & finder of solutions
- ✿ Training Needs Analysis with HOD
- ✿ Monthly Task Training Calendar
- ✿ With HOD plan, schedule, inform, follow up attendees for all types of training
- ✿ Task Training planning, preparation, delivery and review
- ✿ Task Training record management
- ✿ Learning Journal
- ✿ Manages Departmental Task Trainers
- ✿ Completes Monthly assigned Dept. Trainer Tasks

Role of HOD

- ❁ Communicate regularly with Dept. Trainers (coach, give feedback, encourage, identify training needs)
- ❁ Show support for Dept. Training and trainer/s
- ❁ Schedule and enforce attendance at all types of Training
- ❁ Follow up on attendance, action plans and gather feedback post training
- ❁ Provide time and resources appropriate for training
- ❁ Liaise with Training Manager on Departmental training needs

Role of Training Department

- ✿ Support development of Departmental Trainers
- ✿ Training of Task Trainers for each Department
- ✿ Co-ordinate and chair Departmental Trainer's Meeting
- ✿ Compile hotel Monthly Training Record
- ✿ Advocate for Departmental Training needs and issues
- ✿ Assess Service Standards & LQA compliance with Departmental Trainers

Resourcing the vision

- ✿ Time
 - ✿ To prepare training sessions (more initially)
 - ✿ Training delivery during scheduled hours
- ✿ Adequate staffing
- ✿ Regular committed meeting with HOD
- ✿ HOD to show staff trainer has full support (meeting with all dept.)
- ✿ Compulsory attendance at training
- ✿ Sustained interest & energy for Dept. Training
- ✿ Buddy System for trainers & ongoing development
- ✿ Training resources
 - ✿ Computer, printer & internet access (maybe in Training Room?)
 - ✿ Training folders for participants
 - ✿ Books on training games, session plan development, training different cultures, psychology of learning, managing trainees etc.

Action Plan

Commitment to Training Framework

- ✿ Changes?
- ✿ Resources?
- ✿ What's needed to sustain momentum?

Date for next meeting – per monthly training calendar



Welcome to the
Departmental Training Team