

	<b>RESOURCE LIBRARY – HUMAN RESOURCES</b> <b>Training Needs Analysis</b>	<i>CODE:</i> 04.02.004
		<i>EDITION:</i> 1
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**OBJECTIVE目的:**

- To ensure that Hotel Training Development is actively undertaken and training needs analyzed in a constant and consistent manner.  
确保酒店以一种长期持续的方式，积极从事培训发展及培训需求分析的。

**APPLICATION应用:**

1. Training Needs Analysis should take place on a continuous basis .It is most important that indentified needs should be addressed in Annual Training Plans.  
培训需求分析应该建立在持续的基础上。将需求放入年度培训计划中很重要。

2. Training Needs can be indentified by using the following sources of information:  
培训需求可以通过使用以下信息资源:

- Observation 观察
- Guest Questionnaires 宾客意见调查问卷
- Guest Comments 宾客意见
- Meetings with employees 与员开工开会
- Management interviews 管理层面谈
- Management & Employee surveys 管理层&员工调查
- Audit/Inspections 审计/ 检查
- Performance Appraisals 绩效考核
- Record 记录
- Accidents 事故
- Absenteeism
- Labor Turnover 劳动流失率
- Exit Interview Reports 存在的面试报告
- Standards of Performance 行为标准
- Job Descriptions 职责描述

3. Training Needs can be indentified by using following sources of information:  
培训需求可以通过以下资源识别

- Department Goals Programmes 部门项目目标
- Productivity Statistics生产率
- Training Course Evaluations 培训课程评估
- Minutes of EXCOM Meetings 行政管理委员会会议记录
- Introduction of New Technology 新技术介绍

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**STATEMENT OF POLICY**

**政策声明**

1. A Training Need is a specific ways to analysis performance where there is a requirement to improve.-i.e. a need to train.  
 培训需求是一项分析提要技能的方法；例如-需要去培训。
2. Before do the training should have the training needs analysis that make the training efficiency and available .  
 在培训之前，培训需求分析必须有效、适用。
3. Discuss with each division head to confirm training needs for following year.  
 与各部门总监确认下一年的培训需求。
- 4 Do training needs survey for all the colleagues to collect top 10 training needs.  
 针对全体员工做培训需求调研，选出前十想最需要培训的项目。