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<u>Title:</u> 职位	Training Coordinator 培训协调员
<u>Department:</u> 部门	Human Resources 人力资源部
<u>Hierarchy:</u> 报告人	Training Manager & Director of Human Resources 培训经理&人力资源总监
<u>Direct Subordinates:</u> 直属下属	N/A 不适用
<u>Indirect Subordinates:</u> 间接下属	N/A 不适用
<u>Category:</u> 级别	L 5 5级

The Training Coordinator co-ordinates, monitors and supervises all relevant training activities within the hotel operation. This always with due regard to execution and maintenance of company operational policies and standards, international and domestic. He/she shall be primarily responsible for the courses/modules for the *General Training*, the co-ordination and supervision of departmental *Technical/Skills Training*, and finally he/she also co-ordinates the corporate training courses.

培训协调员负责协调、控制、及督导酒店运作过程中所有相关的培训活动。所有的行为标准都应该以巴伐利亚国际酒店管理政策与标准去执行并且遵守。其首要职责为负责酒店培训课程/模块，同时协调并督导部门培训技巧、技能培训并且负责协调集团内部培训课程。

He/she cares and co-ordinates together with the Training Manager and Director of Human Resources that training activities and departmental training including daily service briefings at all departmental levels are continuously provided and, where necessary, are properly and constantly administered.


他/她关注并与培训经理及人力资源总监一起协调培训部组织的培训活动及部门组织的培训，包括各不同级别部门的服务简报，进行连续的更新，必要时进行适当的督导及管理。

In performing these duties he/she shall at all times maintain good relations with his/her supervisor, the in-house departmental training co-ordinators, the Department Heads and supervisors.

在履行岗位职责的过程中，始终与他/她的主管，店内部门培训协调员，各部门负责人以及主管保持良好的关系。

Scope/职责范围:

- Organisation of training administration
管理组织培训。
- Training planning for all departments of the hotel
酒店所有部门的培训计划。
- Organisation and monitoring of all administrative affairs within and outside the Training department
组织与督导培训部内外部所有行政事务。
- Execution, supervision and co-ordination of training activities within the hotel (skills training, general training, daily briefings)

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酒店执行、督导并协调培训活动（培训技巧、公共培训、日常简报）。


- The following duties within frame of work: 日程工作职责：
 1. Establishment of relevant course material/建立相关课程资料
 2. Administration/行政管理
 3. Training/培训
 4. General tasks/其他任务

Responsibilities and Obligations/责任及义务:

- Compilation and updating of the requisite technical training manuals and tools per field, in collaboration with in-house specialists and the Regional Training Manager.
- 根据各领域需求，与酒店内部专业人员以及区域培训经理合作，编辑并更新必要的技术培训手册及工具。
- Updating of personal training history files of all employees in co-ordination with the Personnel Manager.
与人事经理协作所有员工的培训档案。
- Is familiar with Training Guidelines and Human Resources Policy issued by the Corp. Head Office and ensures that they are applied accordingly.
熟悉集团总部办公室颁布的培训指南及人力资源政策，确保政策的有效应用。
- Orders and organises distribution of Training Certificates.
订购并组织颁发培训证书。
- Evaluates customer needs from feed back of the guest questionnaires and compiles relevant measures for correction for improvement.
通过客人问卷调查反馈评估客人的需求并且采取相关的纠正措施以提高客人的满意度。

Administration/行政职责:

- Compiles course/training requirements.
汇总课程/培训需求。
- Compiles and establishes course/training control instruments.
撰写并建立课程/培训管理说明。
- Ensures proper course material and up-dated job descriptions for in-house departmental Trainers are available for all departments. Continuously adapts them with relevant supervisors to their operational requirements.
确定课程资料的实用性，并且更新部门培训师的工作职责描述适用于所有部门。不断适应他们与有关主管的运营需求。
- Counselling of supervisors/employees in training matters (How to Train, etc.).
就相关培训事宜（如何培训等）对主管/员工进行辅导。 Establishes monthly reports according to Hotel's/regional office requirements.
根据酒店及区域办公室的要求建立每月的培训报告。
- Maintains a monthly overview of course breakdown and attendance.
每月就培训课程以及员工参与情况进行阶段性回顾。
- Co-ordinates up-dating of personal files of employees together with the Training Manager.
与培训经理一起协调并更新员工个人档案。
- Keeps the video library up-dated and cares that the Hotel always disposes of proper and good quality copies. Controls the inventory on a regular basis.

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保持电子图书馆的更新及关注那些酒店经常处理的适当的及质量好的副本。定期做盘点控制。


- Prepares his/her financial needs for the financial budget on a yearly basis and discusses it with his/her supervisor.
准备需要纳入财务预算的个人年度财务需求并与他的/她的上级一起讨论。

Training/培训:

- Conducts, co-ordinates and supervises all kinds of internal technical training and courses of the Department Heads and supervisors.
实施、协调并且监督所有内部技能培训及部门经理及主管培训课程。
- Ensures that departmental training schedules are established every six months in advance.
确保各部门均提前完成为期6个月的培训计划。
- Co-ordinates training activities with regional or corporate Training departments.
与区域或集团培训部一起协调培训事宜。
- Conducts general training topics and ensures that all new employees are taken care of within the Orientation Induction program (always in co-ordination with the Training Manager).
执行公共培训题目及确保所有新员工都接受了入职培训项目（始终与培训经理一起协调合作）。
- Provides support and supervises the activities of the departmental trainers and checks regularly the proper introduction of new employees.
为部门培训员的培训提供支持及督导，并就对新员工的恰当介绍进行定期检查。

Security, Safety and Health / 保障，安全及健康:

- Maintains high confidentiality in regards to guest privacy.
关于客人隐私，保持高度机密性。
- Reports any suspicious behaviour of guests and staff to the General Manager and Security.
如遇客人或员工有任何可疑行为，及时向总经理及安保部门反映。
- Notifies housekeeper regarding lost and found objects.
遇到任何遗失物品，及时告知客房部。
- Ensures that all potential and real hazards are reported appropriately immediately.
适时及时地报告任何潜在或真实的危险。
- Fully understands the hotel's fire, emergency, and bomb procedures.
熟知酒店火灾，紧急情况以及爆炸疏散预案。
- Follows emergency procedures to provide for the security and safety of guests and employees.
遵循应急程序以确保客人和员工的安全。
- Works in a safe manner that does not harm or injure self or others.
以文明安全的方式工作，避免伤及自身及他人。
- Anticipates possible and probable hazards and conditions and notifies the Manager.
预见可能的危险和情况，并及时告知经理。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.
保持最佳的个人卫生，着装，仪容仪表，肢体语言及行为。

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Competencies / 能力要求:

- Good command of English and 1 other languages
良好的英文及另外两种语言能力
- Educational background.
人力资源相关教育背景
- Good knowledge of MS Office i.e. Word, Excel PowerPoint, Outlook, Internet etc.
良好的办公软件操作知识，如Word, Excel PowerPoint, Outlook, Internet等。

Interrelations / 相互联系:

Contact with all departments, training consultancy partners
与酒店所有部门以及培训咨询公司沟通合作。

Work Conditions / 工作条件:

Regular hours with extra times occasionally.
正常工作时间，偶尔伴有加班

Date : _____
日期

Reviewed By : _____
审核人


Approved By : _____
审批人

I _____ understand and agree to the above Job Description and that as a policy of XYZ Hotels & Resorts, it is the responsibility of all Employees, to be both willing to teach, in order to help colleagues reach their full potential and willing and accepting to learn, in order to progress and improve personal abilities, resulting in maximum guest satisfaction.

本人_____已了解并认可以上岗位职责，并知晓此岗位职责将作为海拉尔百府悦酒店的政策方针。乐于教授及乐于并接受学习是所有员工的职责。教授将帮助我们的同事发挥他们自身最大的潜能；乐于并接受学习将发展并提升个人技能。两者的最终目标是谋求最大的客人满意度。

Employee Signature

Date

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员工签字

日期