

	RESOURCE LIBRARY – HUMAN RESOURCES Training Facilities	CODE: 04.02.003
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OBJECTIVE目的:

To ensure professional training facilities are available in all company 4 stars and 5 stars hotels.
 确保所有四星级、五星级店均提供专业培训设施。

APPLICATION应用:

- It is recommended that 4 stars and 5 stars hotels over 200 rooms will appoint a Training manager or Training Coordinator who will report directly to the General Manager/Personal Manager.
 建议超过200间客房的四星级、五星级酒店任命一位培训经理或培训协调员,由其负责直接向总经理/人事部经理汇报。
- The Training Manager will be responsible for establishing and maintaining the Training facilities as per minimum requirements of this policy.
 培训经理将负责按照此项政策的最低要求建立和维护培训设施。
- The Training Manager will present the annual training plan to the Management team as well as circulating a calendar of Training activities on a monthly basis to each Department.
 培训经理将年度培训计划提交给管理团队,同时按月在各个部门循环开展培训活动。
- An effective mechanism should be in place to communicate to and encourage employees to avail of the training library.
 应贯彻落实一种有效机制,以便和员工沟通,并鼓励员工利用培训图书馆。

STATEMENT OF POLICY

政策声明

1. The Training Manager will produce an annual training plan based on operational needs and future business developments. This will take into account the feedback received from guests via guest questionnaires and letters, exit interview comments, accident and breakage reports, development needs highlighted on appraisals, observations and standards audits, telephone test calls, feedback from the General Manager and Department Heads.
 培训经理将根据经营需求及未来业务发展编制年度培训计划。年度培训计划将考虑到通过宾客意见调查表和信函所得到的反馈、离职面谈意见、事故和设备损坏情况报告、评估强调的发展需求、观察和标准审核、电话呼叫测试、总经理和部门主管的反馈等。
2. There will be a permanent training facility in the hotel specifically for staff training. The following standard will apply:
 酒店将设置专门用于员工培训的永久性培训设施。将适用以下标准:
 - Large enough to comfortably seat 12 participants U shape. 12把足够舒适U形大座椅。
 - Comfortable conference room chairs 舒适的会议室椅子
 - Natural daylight or daylight bulbs 自然采光或日光灯泡

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- Two of Flipchart 两个活动挂图
- TV and DIGITAL Video Camera 电视和电子摄像机
- Laptop computer with accessories (Speakers、Bluetooth Presentation Tool、Wireless Mouse、Water Dispenser 笔记本及辅助工具（话筒、蓝牙无线工具、无线鼠标、饮水机。))
- Company promotional material and photos of Company Executives 店高管的宣传材料和照片
- Photos of hotel's Department Heads 酒店部门主管的照片
- Coffee Machine if possible (to reduce Room Service orders) 可选咖啡机（减少送餐订单）
- Syndicate/Breakout room attached, or at least nearby. 附属及独立教室，或者至少设在附近
- A lockable glass fronted cabinet 带锁的玻璃陈列室
- Bright, clean décor 明亮、洁净的装饰

3. There will also be a Training Library established and maintained by the Training Manager. This should include relevant business and hotelier books, videos, educational CDs slide presentations, interesting and relevant articles and magazines. Magazine subscriptions paid for by the hotel should be “donated” to the Training Library when the relevant managers have finished reviewing them.

此外，培训经理还负责建立和维护培训图书馆。这应包括相关的业务和旅馆经营者书籍、视频、教育光盘（其中有一个可用的CD-ROM

）幻灯片、有趣和相关的文章和杂志。相关经理完成审查后，酒店应将杂志订阅费“捐赠”给培训图书馆。