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OBJECTIVE目的:

- To assign one person from each department to coordinate departmental training to ensure that the effectiveness and professionalism of departmental training.
每个部门指派一人协调本部门培训，以保证部门培训的质量和专业度。
- To simplify the procedures of communication coordination between the Hotel Training Department and all other departments.
简化培训部与其他部门的沟通协调程序。

APPLICATION应用:

1. Qualification of Departmental Trainer

部门培训员的选任标准

- Must have passed the Training-The-Trainer course and obtained the certificate.
必须参加过培训员的培训课程并获得证书；
- At least at Supervisory level.
至少主管级以上级别；
- Very familiar with Standard Operations Procedures of the department.
熟悉本部门的标准操作流程；
- Be responsible has good communication skills and interpersonal skills.
具有责任心和良好的沟通技巧，善于处理人际关系。

2. Responsibilities of Departmental Training Trainer

部门培训员的工作职责：

- Assist Division /Department head to ensure all staff attends necessary training.
协助本部门/分部门经理保证所有员工得到必须的培训；
- Assist Division /Department head to record and maintain training records for all staff in own area.
协助本部门/分部门经理记录和维护本部门所有员工的培训记录；
- Conduct /Coordinate Departmental Orientation for new staff .Assist/Monitor new staff, newly promoted & newly transferred staff with New Employee Training Checklist (NETC)
执行/协助他们为本部门的新员工做入职培训和在职培训；协助/监督新入职员工、新升职及新调转员工《新员工培训检查表》的完成；
- Plan ongoing training for the area/department to upgrade staff's skills/knowledge.
计划实施培训部以提高本部门员工的专业技能和知识水平；
- Ensure that departmental trainers (within the area /department) be skillful, and training sessions be prepared and conducted professionally.
保证本部门培训员具有熟练的专业技能，专业化地准备执行培训课程。
- Review guest feed back 、guest complaints、staff performance to determine training needs, develop training programs wherever necessary and coordinate conduct training sessions accordingly.

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定期回顾客人反馈、客人投诉、评估本部门员工的工作表现，确定培训需求，实施必要的培训，协助或执行培训课程。

- Attend Training Trainer Meeting organized by the Hotel Training Department and provide weekly/monthly training plan.
参加由培训部组织的部门培训员会议，制定每周/每月培训报告。
- Conduct departmental grooming check, telephone courtesy check. Hotel Product Knowledge check as well as company culture check.
执行部门仪容仪表检查、电话礼仪检查、酒店产品知识检查和企业文化检查。
- Participate in all projects as assigned by the Hotel Training Department.
参加由酒店培训部制定的所有培训计划。

STATEMENT OF POLICY

政策声明

1. Conduct departmental training effectiveness

有效执行部门培训。