

	<b>RESOURCE LIBRARY – HUMAN RESOURCES</b> <b>Department Trainer</b>	<b>CODE:</b> 04.02.011
		<b>EDITION:</b> 1
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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化。
- 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。