

JOB DESCRIPTION

Job Title:	ASSISTANT TRAINING MANAGER / TRAINING MANAGER / INTERN
Department:	HUMAN RESOURCES
Reports To:	ASSISTANT DIRECTOR OF HUMAN RESOURCES

JOB DESCRIPTIONS

1. Promotes and informs employees about all training programs.
2. Displays leadership in guest hospitality, exemplifies excellent customer service and creates a positive atmosphere for guest relations.
3. Helps employees identify specific behaviors that will contribute to service excellence.
4. Ensures employees receive on-going training to understand guest expectations.
5. Uses effective training methods to ensure employees have a good understanding of guest satisfaction and can demonstrate guest satisfaction skills.
6. Meets with training cadre on a regular basis to support training efforts.
7. Observes service behaviors of employees and provides feedback to individuals and/or managers.
8. Monitors enrollment and attendance at training classes.
9. Meets regularly with participants to assess progress and address concerns.
10. Partners with operational leaders to assess if employees demonstrate effective technical and leadership skills.
11. Reviews comment cards, guest satisfaction results and other data to identify areas of improvement.
12. Measures transfer of learning from training courses to the operation.
13. Ensures adult learning principles are incorporated into training programs.
14. Identifies performance gaps and works with managers to develop and implement appropriate training to improve performance.
15. Assists with making any necessary adjustments to training methodology and/or re-trains as appropriate.
16. Develops specific training to improve service performance.
17. Incorporates guest satisfaction as a component of departmental meetings with a focus on continuous improvement.
18. Assists with the development of the Training budget as required.
19. Assists with managing budget in alignment with Human Resources and property financial goals.

20. Assists with managing department controllable expenses to achieve or exceed budgeted goals.

Requirement

1. Bachelor's degree in Human Resources, Hospitality Management, Business Administration, or related field.
2. Minimum 5–7 years of experience in Learning & Development or Training, preferably in hospitality.
3. Experience managing training across multiple properties or units is highly preferred.
4. Strong knowledge of adult learning principles and training methodologies.
5. Strong presentation and facilitation skills
6. Excellent communication and interpersonal abilities
7. Ability to influence and engage stakeholders at all levels
8. Strong organizational and project management skills
9. Analytical mindset with ability to measure training effectiveness
10. Proficiency in Microsoft Office tools

Acknowledgement

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(Employee Signature)

Name:

Date: