

Assistant Learning & Development Manager

- Network and work closely with the hotel-related institutions for the recruitment of students for work attachment
- Conduct interviews with students seeking internship opportunities
- Prepare work attachment programs and monitor the progress of such students, working closely with the department heads concerned
- Conduct training needs analysis and confers with managers and supervisors to determine training needs
- Compile data and analyses past and current year training requirements to prepare budgets and justify funds requested
- Document and maintain employee training records
- Coordinate and conduct monthly hotel orientation and service training for new hires
- Audit service quality based on Forbes standards
- Prepare and implement annual training plan for the hotel
- Research and select external consultants and trainers to conduct training in specific topics
- Prepares statistical reports to evaluate the performance of instructors and monitor the progress of trainees
- Take charge of productivity and service improvement initiatives fund applications

Requirements:

- Track record in designing and executing successful training programs
- Familiarity with training methods (mentoring, coaching, on-the-job or in-classroom training, e-learning, workshops, simulations, etc)
- Excellent communication skills
- Ability to plan, multi-task, and manage time effectively
- Strong writing and record-keeping ability
- Good computer and database skills

To apply for the above positions, please send your full resume to careers@fullertonhotels.com