

United Arab Emirates Jobs Expertini®

Director Of Learning And Development - Savoy Sharm Group (Powered By Qureos)

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Company: Qureos Inc

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Position: Director of Learning and Development

Organization: Savoy Sharm Group

Location: Sharm El Sheikh, Egypt

Experience: 5 years minimum

Salary:

50000 - 80000 L.E Package for Egyptian (According to experience)

2000 - 3000 \$ For foreigner (According to experience)

Industries: Hospitality

Main Duties:

(This area lists the most important outcomes and duties of the job)

Works with the Group General Manager and various Department Heads to prepare the

Annual Training Plan based on a Training Needs Analysis and Hotel's business objectives.

Gets involved with operations or departmental projects, to identify ISO and training needs. Encourages the other Training & Quality team members to do the same.

Analyses monthly guest reports and mystery shopper surveys to identify gaps in service and tailors the monthly training calendar accordingly.

Advertises the monthly training calendar at the beginning of each month, based on training needs identified. Training plans will clearly indicate training topics, times and venues. Will also ensure that trainings published are carried out and have reasonable attendance.

Sources, adapts and facilitates training programs for all employees according to the Training Plan as well as the various needs that arise on a daily operational basis.

When required, delivers orientation and training in an effective and enjoyable format for staff through on/off job training sessions.

Establishes and fosters business relationships between educational institutions and training suppliers in order to support the learning & development functions at the hotel.

Coordinates all training requirements for internal and external facilitators by ensuring training materials and resources, including printed materials, AV equipment and training rooms are ready before training starts.

Supervises and coaches F&B, Front Office and Housekeeping Trainers as well as the Quality & Training Coordinator and ISO internal auditors. In turn using these personnel to monitor the Departmental Trainer system and delivery of technical training. Where necessary, updates the Training & Quality team's facilitation skills.

Collects and monitors each department's monthly training plan. Maintains records of all departmental trainings and employees' progress.

Collects data for the monthly training report to ensure that newly learned skills are consistently applied by monitoring employees' performance progress. Also, to evaluate the

effectiveness of training on business results.

Works with the relevant Managers to develop succession plans and required training for employees or 'internal applicants' who want to move to other departments within the hotel.

Monitors employees on cross training programs and gives feedback to management regarding their progress and encourage their cross transfer where appropriate.

Maintains training tracking records for all trainings and employees' progress.

Identifies employees with potential to be departmental trainers and ISO auditors.

Stays abreast of latest ISO industry news and updated training programs and tools as well as operational developments in the hospitality industry.

Assist in recruitment screening of potential job applicants.

Informs all newly hired managers of company's training process during their orientation or first week on the job. When required, delivers facilitation/recruitment/interview training in an effective and enjoyable format for new supervisors and managers through on/off job training sessions.

Maintains the Training folders on the shared drive on the company's network.

Deals with all e-mails and correspondence, relating to training and quality activities in a timely manner

Coordinates with Personnel and the Training Departments to ensure that all new hires attend induction or hotel orientation as soon as they arrive at the hotel to start work

Works with the Recruitment Department to coordinate the advertisement and selection process for the Summer Internship Program.

Insuring that processes needed for the QMS are established, implemented and maintained

Reporting to Top Management on the Performance of the QMS and any needs for improvement

Insuring the Quality Objectives established

Conducting Monthly Quality meeting and follow up with Monthly Quality meeting action taken any recommendation for improvement

Conduct the internal Audit as per the internal audit plan and follow up with preventive and corrective action

Review and follow up with Customer Feedback

Make a round on daily basis for checking all hotel areas (i.e. beach, pool F&B outlets, walkways, shopping area ...etc.)

Perform other duties as may be assigned.

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