

Unit Training Manager, Training

Reporting To:	Unit HR Manager & Unit General Manager & Corporate Manager Training
Function:	Training & Development
Scope:	Unit
Grade: Managerial (HOD)	As per Unit Grade
Supervises:	Department Trainers in Units / DLCs

Main internal
 Unit HODs & GM
 Executives &
 Supervisors Regular
 and Contract Staff

Main external
 Industry and non-industry
 IHMs Associations /
 Forums L&D Consultants
 Training Team in other

Main objective / Context

Responsible to ensure the proper training of all staff , supervisors and Management from the Hotel so that every level and every category of employee’s professional competence in his job in terms of knowledge, skills and attitudes, is geared to meet the company’s objectives and operating standards

Main responsibilities & duties

- ▶ To design, co-ordinate and implement training activities for the staff, supervisors and management of the entire Hotel
- ▶ To organise safety, fire prevention and control programmes for all employees
- ▶ To organise programmes for employees on methods, procedures and systems in guest handling, selling, cost consciousness, across departments.

- ▶ To co-ordinate with departmental heads on various training programmes along with departmental trainers.
- ▶ Recommend external training programmes based on TNA targeted to enhance both behaviour and operational skills of the employees.
- ▶ Hiring and induction of Industrial trainees in the Hotel, promote FPHL as 'employer of choice'.
- ▶ To maintain liaison with catering institutes in India to keep abreast of developments in any field, and also to co-ordinate the Industrial Exposure of industrial trainees.
- ▶ Strategizing, planning and implementing various training related initiatives in accordance with the business objectives.
- ▶ Facilitate On Job Training for all the employees in their particular department and maintaining records of the same.
- ▶ Planning and formulation of Training Calendar for the whole year in consultation with the Functional Heads as well as the HR Head
- ▶ Formulating tools like written test, classroom trainings focussed on development of unit as a whole.
- ▶ Quality Assurance & Report Backs through regular audit for FOPs.
- ▶ To carry out daily spot checks on all departments to see the implementation of training being applied on the job and discuss with the concerned departmental heads any problem that the employees may have
- ▶ To analyse guest complaints for identifying areas which require improvement, and handling training requirements for these areas
- ▶ Enhancement of tools to track learning effectiveness to ensure Brand Standards and Organisation Culture
- ▶ Training needs analysis of all the employees and accordingly nominating them for internal/external trainings according to their Training Needs in consultation with the Functional Heads and HR Head
- ▶ Employee Engagement
- ▶ To organise periodic supervisory / executive development programmes
- ▶ To maintain a Hotel library and collection of slides, films and other training aids.
- ▶ To consciously and constantly develop better training material so as to make the training sessions more informative and engaging.
- ▶ To participate in carrying out Employee Engagement Schemes along with the HR Manager

- ▶ Organise In House Development programmes for all the employees
- ▶ Participate & assist in the unit(s) career development process along with the Unit GM, & HODs
- ▶ Preparing and executing budgeting for training interventions
- ▶ Formulation of training policy & procedures
- ▶ Preparation as well as maintenance of Training Records off all the employees
- ▶ Releasing the Training Report to all the employees as well as taking their feedbacks for the respective trainings held
- ▶ To send monthly MIS report to the Corporate HOD and UGM
- ▶ Build a strong pool of internal/external trainers to promote various programmes on behavioural and technical skills
- ▶ Act as change catalyst in the cultural and organizational transformation
- ▶ Monitor and conduct L&D reviews with each department, Unit(s) Management Committee and Corporate Training Cell to understand the training needs of the unit(s)
- ▶ Partner in Corporate initiatives as required from time to time
- ▶ Build a pool of internal/departmental trainers to promote various technical and job specific training

In addition to the above mentioned duties and job functions any other assignment given by the immediate superior or the management will have to be carried out.

Technical skills

Business Skills	Planning, Organising and Coordinating, Team Management
Computer Skills	Fluent with MS Office, Presentations, Movie Maker
Communication Skills	Conversant and Fluent in English, Hindi and Local Language
Business Travel	As Per Need

Education/Experience

Education	Hotel Management (Essential) / Train the Trainer (Desirable) / MBA (Desirable)
Experience	Min 5-6 years, preferably 2 years or more in Operations

FPHL Leadership competencies

STRATEGIC MINDSET

- Demonstrates foresight
- Demonstrates conceptual ability
- Displays ability to sense emerging changes.
- Spots trends and patterns and identified key issues from a mass of data/information.
- Grasps information quickly; picks up nuances, subtleties.
- Understand hoe his/her role impacts others in the function.
- Displays a logical thought process in day to day operations.
- Information from diverse sources to make effective ground level decisions.
- Recognises implications of decisions and alternatives.

CUSTOMER FOCUS

- Can see things through the “eyes of the customers.”
- Is aware of internal and external customer needs.
- Has a fair understanding of the business.
- Looks at work issues from the customers’ point of view.
- Is always pre-occupied with delivering the value preposition of the business.
- Displays an understanding of the existing infrastructure, processes and tools used to deliver quality products and services. Is able to discern the various elements of the company’s competitive vis a vis competition

MAKING THINGS HAPPEN

- Energetic, competitive, persuasive and results oriented.
- Has knowledge of internal and external resources.
- Come up with fresh ideas.
- Demonstrates a high degree of preparedness.
- Displays a good planning, organizing, prioritizing and monitoring

skills.

- Displays cost consciousness and an overriding desire to get best value for money spent.
- Takes regular feedback and guidance to successfully achieve planned outcomes.
- Exhibits initiative in taking on higher responsibilities and works beyond his area.
- Contributes meaningfully to discussions involving his/her area.
- Uses mistakes as learning opportunities. Is open to feedback.
- Enhance knowledge /skills base on an ongoing basis.
- Execute all relevant compliances and documentation within prescribed schedules.
- Enthusiastic about changes
- Is imaginative
- Thinks out of the box
- Can quickly comprehend the need for the change.
- Open minded when presented with the new perspectives.
- Is comfortable with and gets used to new situations easily.
- Is able to identify and remain focuse4d to achieve desired results even in unstructured situations.
- Asks questions. Challenges and suggests alternatives and more effective ways executing tasks.
- Listens attentively. Shares appropriate information.
- Relates to people at all levels.

LEADING CHANGE

PEOPLE LEADERSHIP

- Participative, open minded and receptive
- Understands the needs/interests and attitudes of others.
- Is perceptive of non-verbal behavior.
- Is confident but not arrogant.
- Involves in the resolution of problems.
- Brings energy and direction to activities.
- Shares experiences and information with team members.
- Demonstrates commitment to the team and supports team decisions

STAKEHOLDER

- Understands the expectations and desires of various partners (property Owners and Owing Boards) and translates them

MANAGEMENT

effectively into business goals.

- Nurtures strong business partner relationships with key vendors/ suppliers at a strategic level.
- Maintains a valuable network of contacts across business areas to drive and support initiative.
- Maintains a healthy and on-going professional relationship with OB representative and ensures open communication.
- Is able to safeguard company interest while managing Owner's tactfully.