



# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Learning & Development

**Position Title:** Assistant Manager - Learning & Development

### **Job Description:**

- Identify the learning and development needs through analysis and observation which align with the business needs
- Discuss the learning and development needs with management team, the department heads and departmental trainers
- Assist Senior Manager, Learning & Development and Director, Learning & Development to implement learning and development strategies in various section and design the training programs and initiatives to support the implementation
- Design and deliver training programs related to customer service, rooms, F&B, etc. knowledge to both managerial and frontline colleague
- Champion the initial job training plan programs and line certification programs
- Train and coach departmental trainers to drive on the job training skills
- Ensure that the trainers under the responsibility accomplish all tasks and projects according to set guidelines and time frames
- Develop talents through facilitating training programs
- Manage the training matrix and curriculum based on the identified Learning & Development needs in the areas of business goals, colleagues' career development, etc
- Monitor the training calendar according to business needs and business level
- Work closely with Quality Manager to uplift the service delivery and standards according to Forbes Travel Guide and SJM brand standards
- Work closely with Quality Manager to enhance performance by continual review and improvement on work practices and processes
- Review the guest experience satisfaction scores, feedback and audit result to identify improvement needs and recommend remedial actions and programs
- Handle administrative duties as required to ensure training materials, training records, and reports are well documented and presented with accurate information
- Manage and implement special projects and events to support the continuous development of Learning & Development, as well as the Company to drive effective learning culture at workplace
- Assist with all reasonable duties as instructed by Senior Manager, Learning & Development and Director, Learning & Development



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### Job Requirement:

- Bachelor degree in Hotel management, Human Resources Management or business related discipline
- Minimum of 3 years working experience in a similar role
- Proficiency in Microsoft Office
- Proficient in both written and spoken Chinese and English
- Able to multitask and work in a fast-paced environment
- Strong organizational skills

Interested parties, please apply via:

- Email the detailed resume to [careers@sjmresorts.com](mailto:careers@sjmresorts.com)
- Hotline 82978035 / 65903640