

Operational Training and HR Support Executive

FULL-TIME

In this position you will play a pivotal role in ensuring the delivery of exceptional guest experiences. The main emphasis of this role will be on providing operations training and coaching, with secondary responsibilities including handling HR-related duties such as supporting employee with basic inquiries. This role forms part of the HR team, but will work closely with the heads of departments, hotel managers and operations director.

Responsibilities:

Operations Training & Coaching

- Conduct thorough observations and audits of operations, including Food & Beverage, Front Office, Housekeeping, Reservations, and other relevant departments.
- Provide constructive and actionable feedback to operational teams to enhance service excellence and operational efficiency.
- Develop and deliver on-the-job training sessions to address specific operational needs and ensure consistent service standards.
- Collaborate with departmental managers to identify training gaps and customize training programs accordingly.
- Stay updated with industry best practices and incorporate them into training materials and sessions.
- Monitor the progress and effectiveness of training initiatives, making necessary adjustments for continuous improvement.
- Act as a mentor and resource for operational team members, offering guidance and support in their professional development.

HR Support

- Serve as a point of contact for employee queries on basic HR related matters.
- Redirect employees to the relevant HR colleagues where necessary and follow up.

Requirements:

- Proven experience in training and development, ideally in a hospitality or service-oriented industry.
- Strong understanding of hospitality operations, service standards, and guest experience principles.
- Excellent communication and interpersonal skills, with the ability to provide constructive feedback and support to employees.
- Completion of any form of hotel management studies will be considered an asset.

Candidates are requested to submit their CV by e-mail to the Human Resources Department on: stjulians.jobs@corinthia.com