

	POLICY AND PROCEDURE	
	Department: Human Resources	
	Section : Learning & Development	
SR.HR.P.03.002	Policy : Employee Training and Development	
Supersedes Policy No: <u>n/a</u>	Issued on: 30 November 2017	Effective Date: 1 December 2017

**Purpose:**

Savan Legend Resorts Sole Company Limited aim to offer the most satisfactory experience to all guests. Management team realize that it is important to foster an understanding of culture, core values, policy and procedure, job responsibility, job knowledge and skills of the company where they are employed

Employee Training and Development is also aimed not only one-time event, but it is a continue and endless processes throughout each employee career growth with company. Department Head/Superior is the key person of each subordinates' success when Human Resources Department facilitate by creating the Learning and Development environment suitable to each employees' growth target and plan.

**Procedure:**

1. Savan Resorts Training Courses are categorized in to 5 modules:

1.1. Mandatory Modules

- Orientation
- Product Knowledge and Test
- Service Skills
- Service Recovery
- Selling Skills
- Performance Management Process
- Health and Safety at Work

1.2. Supervisory Development Modules

- Departmental Trainer
- Steps to Success for Supervisor
- Competencies-based Interview
- Performance Management for Reviewer

1.3. Managerial Development Modules

- Coaching Skills
- Steps to Success for Manager
- New Management Assimilation

Initiated By



Director of Human Resources

Approved By



Chief Operating Officer

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#### 1.4. Position Based Modules

- Department Product Knowledge and Test
- Standard Operating Procedures
- Service Sequences

#### 1.5. Supplementary Modules

- Basic Office Programs
- Basic English for Communication
- Finance for Non-Finance
- HR for Non-HR
- First Aids

**\*Note:** The above courses are under developing process and all could be revised through times.

2. Human Resources would conduct Training Need Assessment to all employees and Department Head to analyze the needs which may require from company business, team productivity and employee career growth, rather than personal interest
3. Human Resources and Department Heads keep tracking of employee attendance. This record is considered as a reference of career development, movement and etc.
4. It is the duty of each employee to attend in all required training courses. Training days are part of normal work day, so skipping to attend without HODs' permission will lead to disciplinary action.

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