

**“关爱你的成长”**  
**广东工贸职业技术学院实习生在深圳凯宾斯基酒店**  
**培训项目**  
**“Care for Your Growth Training Program”**  
**Guangdong Polytechnic of Industry and Commerce Trainee at**  
**Kempinski Hotel Shenzhen**

(共 3 页)

(Total three Pages)

培训日期 Training date	培训内容 Training content	授课人 Lecturer	授课时间 Time Schedule
#凯宾斯基完美表现# 新员工入职培训 #Beautiful Performance In Kempinski# New Employee Orientation			
入职第一天 Day One of New Employee Orientation	1. 欢迎新同事 Welcome New Colleague  2. 凯宾斯基的历史 Kempinski History  3. 凯宾斯基的今天 Kempinski Today  4. 管理模式&管理层 Management Model Management Board  5. 奢华的定义 Define Luxury  6. 参观酒店 Tour of the Hotel  7. 我们的目标 Our Purpose  8. 信念与品牌文化 Beliefs & DNA  9. 我们的承诺 Our Commitment	酒店管理层 Hotel Management Team  培训部 HR Training Department	9:00-12:00



# Kempinski Hotel Shenzhen

CHINA  
深圳凯宾斯基酒店

入职第二天 Day Two of New Employee Orientation	<p>10. 第一天知识回顾 First Day Knowledge Check</p> <p>11. 凯宾斯基的客户体验 Kempinski Guest Experience</p> <p>12. KEA 标准 Kempinski Experience Assessment Standard</p> <p>13. 客户接触点 Guest Touchpoint</p> <p>14. 凯宾斯基仪容仪表标准 Kempinski Grooming Standard</p> <p>15. 主动式服务 Active Service</p>	<p>培训部 HR Training Department 部门培训师 Department Trainer</p>	<p>09:00-09:30 09:30-11:30 11:30-13:30</p>
入职第三天 Day Three of New Employee Orientation	<p>16. 我们酒店的结构组织 Our Hotel – Organizational Chart</p> <p>17. 安全培训 Safety Training</p> <p>18. 消防及安全 Fire &amp; Safety</p> <p>19. 电话礼仪 Telephone Etiquette</p> <p>20. 房务部介绍 Rooms Division Introduction</p> <p>21. 凯宾斯基探索之旅 Kempinski Discovery</p> <p>22. 了解我们的酒店 Understand Our Hotel</p> <p>23. 专人礼宾服务 Private Concierge</p>	<p>培训部 HR Training Department 保安部经理 Security Manager 前厅部经理 Front Office Manager 客房部经理 Housekeeping Manger 部门培训师 Department Trainer</p>	<p>09:00-09:30 09:30-11:30 11:30-12:00 12:00-12:30 12:30-13:30</p>
入职第四天 Day Four of New Employee Orientation	<p>24. 人力资源部介绍 Human Resources Introduction</p> <p>25. 您在饭店的生活 Your Life in Kempinski Hotel</p>	<p>招聘经理 Recruitment Manager 培训部 HR Training</p>	<p>09:00-11:00 11:00-12:00 12:00-13:30</p>



	<p>Shenzhen</p> <p>26. 员工宿舍规章制度 Staff Dormitory Rules and Regulations</p> <p>27. 行为准则与商业道德 Code of Conduct &amp; Business Ethics</p> <p>28. 交流与沟通 Communication</p> <p>29. 处理客人投诉 Complaint Handling</p> <p>30. 凯宾斯基数据信息安全标准 PCI DSS VENZA Training</p> <p>31. 肢体语言 Body Language</p>	<p>Department</p> <p>员工事务主管 Staff Affair Assistant</p> <p>部门培训师 Department Trainer</p>	
<p>入职第五天 Day Five of New Employee Orientation</p>	<p>32. 文化意识 Cultural Awareness</p> <p>33. 了解您所在的城市 Your Destination - Shenzhen</p> <p>34. 市场销售部介绍 Sales &amp; Marketing Introduction</p> <p>35. 餐饮部介绍 Food &amp; Beverage Introduction</p> <p>36. 健康与卫生 Health &amp; Hygiene</p> <p>37. 总结和测试 Consolidation &amp; Examination</p> <p>38. 当地之旅 及面试 Local Experience &amp; Interview</p>	<p>培训部 HR Training</p> <p>Department</p> <p>市场销售总监 Director of Sales &amp; Marketing</p> <p>餐饮部培训师 Food &amp; Beverage Trainer</p> <p>酒店医生 Hotel Doctor</p> <p>部门培训师 Department Trainer</p> <p>人力资源部 Human Resources</p>	<p>09:00-09:30</p> <p>09:30-10:00</p> <p>10:00-10:30</p> <p>10:30-11:00</p> <p>11:00-13:00</p> <p>13:00 – 17:00</p>
<p>#实习生之旅# 培训沟通会议</p> <p>#Tour of Trainee# Communication Meeting</p>			

入职第一个月后 After First Month of Entry	39. 沟通分享第一个月的实习心得，以及在岗好伙伴的分享。 First Month Internship Sharing, Department Buddy Sharing 40. 鱼市哲学 – 快乐的工作 Fish Philosophy: Please Be Happy at Work	培训部 HR Training Department 各个部门经理 Relative Department Manager	14:00 – 16:00
<b>#部门在岗技能培训# &amp; #凯宾斯基全球活动#</b> <b>#Department Skill Training # &amp; #Global Kempinski Activity #</b>			
入职三个月内 Within Three Months After Entry	41. 部门完成实习生在岗技能培训。 Department Completed the Training of the Interns in the Job Skills 42. 参加#凯宾斯基全球活动#。 Participate #Global Kempinski Activity #	各个部门经理 Relative Department Manager 部门培训师 Department Trainer 人力资源部 Human Resources	根据排班而定 According to Shift 根据全球活动安排 According to Global Activity Arrange
<b># 凯宾斯基核心价值观培训 #</b> <b># Kempinski Core Value Training#</b>			
入职第四个月后 After Four Months of Entry	43. 回顾凯宾斯基核心价值观 Kempinski Core Value Review	各个部门经理 Relative Department Manager 部门培训师 Department Trainer	根据月度培训计划 According to Monthly Training Plan
<b>#凯宾斯基全球活动#</b> <b>#Global Kempinski Activity #</b>			
入职第五个月后 After Fifth Months of Entry	44. 参加#凯宾斯基全球活动# Participant #Global Kempinski Activity #	人力资源部 Human Resources	根据全球活动安排 According to Global Activity Arrange
<b>#实习生之旅# 培训沟通会议</b> <b>#Tour of Trainee# Communication Meeting</b>			
入职第六个月后	45. 沟通分享六个月的实习心得。	各个部门经理	根据月度培训计划



After Sixth Months of Entry	Six Months Internship Sharing 46. 服务补救培训 Service Remedial Training	Relative Department Manage 前厅经理 Front Office Manager	According to Monthly Training Plan
<b>#凯宾斯基仪容仪表&amp;服务礼节培训#</b> <b>#Kempinski Grooming &amp; Courtesy Training#</b>			
入职第八个月后 After Eight Months of Entry	47. 回顾仪容仪表&服务礼节培训 Review of Grooming & Courtesy Training	培训部 HR Training Department	根据月度培训计划 According to Monthly Training Plan
<b>#凯宾斯基探索之旅培训#</b> <b>#Kempinski Discovery Training#</b>			
入职第九个月 After Ninth Months of Entry	48. 回顾凯宾斯基探索之旅会员系统 培训。 Review of Kempinski Discovery System Training	培训部 HR Training Department 前厅经理 Front Office Manager	根据月度培训计划 According to Monthly Training Plan
<b>#凯宾斯基私人礼宾服务培训# &amp; #红酒和烈酒培训#</b> <b>#Kempinski Private Concierge# &amp; # Wine &amp; Sprit Training #</b>			
入职第十一个月 After Eleventh Months of Entry	49. 回顾凯宾斯基私人礼宾服务培训。 Review of Kempinski Private Concierge Training 50. 红酒和烈酒培训 Red Wine & Sprit Training	前厅经理 Front Office Manager 餐厅培训师 Restaurant Trainer	根据月度培训计划 According to Monthly Training Plan



Kempinski Hotel  
Shenzhen

CHINA

深圳凯宾斯基酒店

- 如遇酒店运营忙碌，培训部将对课程的时间进行灵活调整。

HR Training Team will flexibly reschedule training time schedule in case if busy hotel operation.

- 各个部门将根据以上时间合理安排班次，保证实习生准时参加各项培训和活动。

Relative Department will arrange their shift according to above time schedule to ensure trainee participate each training and activity on time.

广东工贸职业技术学院

Guangdong Polytechnic of Industry and Commerce

校方(盖章)

School Authority (Chop)

2016 年 9 月

September 2016

深圳凯宾斯基酒店

Kempinski Hotel Shenzhen



人力资源部 (盖章)  
Human Resources (Chop)

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