

To cope with our rapid growth, we are looking for high caliber individual for the following position:

### **Training Assistant**

#### RESPONSIBILITIES:

- To formulate and develop comprehensive training plan and deliver effective training programs
- To evaluate training effectiveness and service performance of staff
- To deliver orientation program, basic product knowledge training and customer service training to all staff
- To be the point of contact for customer complaint and other correspondences, including following up customer enquiries
- To participate in any ad hoc projects as assigned by the supervisor
- To assist the Mystery Shopper Program and training video editing

#### REQUIREMENTS:

- Degree holder in Human Resources Management, Hotel Management or related disciplines, experience in training is preferable
- Proficient in both written and verbal English, Cantonese and Mandarin
- Patient, initiative, outgoing, well-organized, and able to work independently
- Excellent presentation, communications and facilitation skills
- Familiar with MS office Excel and PowerPoint

We offer competitive remuneration package including meal allowance, medical scheme, discretionary bonus, double pay and pension fund with excellent career exposure opportunities to the right candidate.

Interested parties, please apply with full resume in MS Word format with present and expected salary via e-mail to [\*\*hr@newyaohan.com\*\*](mailto:hr@newyaohan.com)

Company website: [www.newyaohan.com](http://www.newyaohan.com)

(Personal data collected will be used for recruitment purpose only)