



PR/119871 | Learning & Development Manager

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1600020

Industry

Tourism

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

June 26th, 2026 16:34

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Learning & Development Manager

Position Overview

The Learning & Development Manager leads the design and execution of training and people development strategies across pre-opening and operational phases. This role ensures employees are equipped with the skills, knowledge, and behaviors needed to deliver consistent service excellence and guest experience standards.

Key Responsibilities

1. Pre-Opening Phase

- Develop and execute a full pre-opening training plan, including timelines, schedules, and readiness milestones.
- Deliver structured onboarding covering brand culture, service standards, SOPs, safety, and guest journey.
- Support soft-opening simulations, mock services, and operational readiness checks.

- Adapt training to local context, employee needs, and cultural environment.
- Manage training logistics, materials, attendance, and delivery methods (classroom, OJT, simulations).
- Implement Train-the-Trainer programs and coach department leaders.
- Coordinate external training providers and ensure compliance requirements.

2. Operations Phase

- Identify training needs through performance reviews, guest feedback, and operational data.
- Develop annual training plans aligned with business goals and service standards.
- Deliver service excellence and guest experience training across all departments.
- Design practical, results-driven training programs using varied learning methods.
- Support employee development, performance improvement, and leadership growth.
- Maintain accurate training records and measure training effectiveness.
- Manage training budgets, resources, and learning tools.
- Continuously improve training programs based on feedback and industry trends.

3. General Duties

- Collaborate with all departments to foster a positive learning culture.
- Ensure compliance with safety, legal, and company policies.
- Represent the organization professionally and support team engagement.
- Stay updated on industry trends and best practices in learning and hospitality.

Required Qualifications

Education

- Bachelor's degree in HR, Education, Hospitality, Psychology, or related field.
- Training or coaching certifications are a plus.

Experience

- Minimum 5 years in luxury hospitality.
- At least 2 years in L&D or training leadership role.
- Pre-opening and resort/island experience preferred.
- Thai nationality required.

Skills

- Strong training design and facilitation skills.
- Knowledge of modern learning methods (coaching, OJT, e-learning, etc.).
- Excellent communication, leadership, and organizational skills.
- Analytical mindset with ability to assess and improve training effectiveness.
- Proficient in MS Office and learning systems.
- Fluent in Thai and English.

Personal Attributes

- Passionate about people development and hospitality.
- Approachable, adaptable, and culturally sensitive.
- Organized and able to work in fast-paced environments.
- Positive, engaging, and results driven.
- Willingness to relocate to Koh Phangan (Surat Thani).

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description