



PR/119871 | Learning & Development Manager

募集職種

人材紹介会社

ジェイエイシーリクルートメントタイランド

求人ID

1600020

業種

旅行・観光

雇用形態

正社員

勤務地

タイ

給与

経験考慮の上、応相談

更新日

2026年07月10日 07:00

応募必要条件

職務経験

6年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

無し

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

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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会社説明