

JOB DESCRIPTION – ASSISTANT MANAGER / EXECUTIVE – LEARNING & DEVELOPMENT – LEARNING & DEVELOPMENT

Job Title: Assistant Manager – Learning & Development

Department: Human Resources / Learning & Development

Reporting To: Resort Manager (Dotted Line: Corporate L&D Manager)

Location: Kabini & Bandipur



To manage and drive Learning & Development initiatives across multiple resort properties by ensuring consistent implementation of corporate learning standards, brand standards, service excellence programs, compliance training, capability development, and resort-specific learning requirements.

The position will follow a structured 15-day dedicated deployment at each resort, allowing focused assessment, training delivery, coaching, capability development, and review of L&D effectiveness at every property.

Multi-Unit Key Responsibilities

1. Property-Wise L&D Planning

- Develop and implement a consolidated annual L&D calendar covering all resorts.
- Prepare a **15-day training intervention plan for each property**.
- Align property training plans with corporate L&D priorities.
- Identify property-specific operational and capability gaps.

2. Training & Facilitation

- Deliver training on brand standards, guest service excellence, SOPs, communication, leadership and resort-specific operational standards.
- Conduct induction/orientation programs.
- Facilitate cross-functional learning and multiskilling initiatives.
- Ensure consistency of training standards across all properties.

3. Training Needs Analysis & Capability Development

- Conduct TNA for each resort and department.
- Identify competency gaps and create development interventions.
- Support coaching, individual development plans and succession planning.
- Track employee certifications and developmental progress.

4. Compliance & Mandatory Training

- Ensure 100% completion/closure of mandatory training across units.

- Monitor Health & Safety, Fire & Life Safety, Food Safety & Hygiene, POSH, Workplace Conduct and Sustainability training.
- Maintain property-wise compliance records for audits.

5. Property Review & L&D Audit

At the end of every 15-day deployment, submit a **Property L&D Review Report** covering:

- Training completed
- Attendance and participation
- Training hours
- TNA findings
- Department-wise skill gaps
- Compliance status
- Training effectiveness
- Guest/service-related observations
- Key employee development requirements
- Recommended action plan

6. Reporting & Analytics

- Maintain a consolidated multi-unit L&D dashboard.
- Track training hours, completion rates, effectiveness scores and compliance.
- Compare property-wise L&D performance.
- Submit monthly consolidated reports to Corporate HR/L&D.
- Maintain LMS and training databases.

Multi-Unit KPI Structure

In addition to the existing KPIs, I recommend adding:

- **100% completion of planned 15-day property interventions**
- Training completion rate – property-wise
- Mandatory compliance completion – **100%**
- Training hours per employee
- Training effectiveness score
- TNA closure percentage
- Department-wise competency improvement
- Cross-training/multiskilling achievements
- Internal promotions and succession readiness
- Guest satisfaction improvement linked to training
- Property-wise L&D audit score
- Action-plan closure rate
- Consistency of brand/service standards across properties

15-Day Deployment Model – Each Resort

Days	Focus Area
Day 1–2	Property review, training calendar review, pending training & compliance assessment
Day 3–4	TNA with Resort Manager & Department Heads
Day 5–8	Core training – service excellence, SOPs, brand standards, communication, guest experience
Day 9–10	Department-specific operational training & cross-training
Day 11–12	Supervisory/leadership development, coaching & talent development
Day 13	Mandatory compliance training – H&S, Fire/Life Safety, Food Safety, POSH, sustainability
Day 14	Training effectiveness assessment, feedback & competency review
Day 15	Management review, action plan, KPI review and next-cycle training plan

Qualification & Experience

- BHM along with MBA / PGDM.
- 4–8 years of L & D experience in the hospitality industry.
- Minimum 2–3 years in a supervisory or Assistant HR Manager role.
- Experience handling multiple hotels or resorts is preferred.
- Pre-opening resort experience will be an added advantage.

Working Conditions

- Based at the resort property.
- Flexible working hours depending on operational requirements.
- May require weekend, evening, or holiday support during peak operations and training programs.

Employee Signature

HR Signature