

Marco Polo Hotels – Hong Kong

Management Trainee Booklet

Contents

Management Trainee Offer:

- Attractive Remuneration Package
 - Dental Scheme
 - Discretionary Bonus
 - Medical Benefits
 - Medical Insurance
 - Meal provided
- Cross-Departmental Exposure in Front of the House and Back of the House
- Rotation among Outlets
- Intensive Development Programs and On-the-Job Training
- Promotion Opportunities after One-year Program

Job Description

Roles & Responsibilities:

- Master the standard operating procedures for front-of-house, including table service, serving food and beverage to guests, reservations, administration etc.
- Develop an in-depth understanding of restaurant concepts, food menus, wine and beverage programs
- Develop leadership and project management skills by handling various hotel events and projects
- Deliver quality services in accordance with hotel standards
- Assist the team and maintain own section to meet guest satisfaction
- Develop and propose ideas to improve work process
- Participate in continuous in-house training to improve personal and team performance

Skills

- Degree Holder in Hotel and Catering or related disciplines
- Outgoing, service-oriented with good communication skill
- Good command of spoken English, Cantonese and Mandarin
- Hands-on restaurant operations experience will be an advantage

Program Structure

The one-year Management Trainee Program comprises 4 blocks, from Induction to Leadership skills training.

BLOCK ONE	INDUCTION	4 MONTHS
BLOCK TWO	OPERATIONS KNOWLEDGE	5 MONTHS
BLOCK THREE	BUSINESS SENSE	1.5 MONTH
BLOCK FOUR	LEADERSHIP SKILLS	1.5 MONTH

BLOCK ONE (1ST – 4TH MONTH) INDUCTION

ATTACHMENT: RESTAURANTS, BARS & EVENTS – OUTLET ONE

FOCUS AREA

Our Marco Polo Orientation & Induction Program, is a one-day program showcasing our corporate culture, brand values and service standards. From which you would learn about the stories behind our brand and start to demonstrate Marco Polo spirits.

Food Hygiene Training will equip you with the necessary hygiene knowledge in your position.

Forbes Travel Guide is the global rating system for luxury hotels, restaurants and spas. To enhance your concepts on luxury service, you will be attending Forbes Travel Guide training during Block One.

Shadow the team while working in service in one of our restaurants, you will understand the characteristics of each outlet, and find out your destination after the entire program.

Your restaurant induction will include through every front-of-house role, from a runner, server, captain, to reception and bar.

To strengthen your network, you will also be joining lunch gathering with your MT peers and L&D team.

COACHING

- Your major coach in this block would be the Learning & Development Manager and your Restaurant Manager.

ASSESSMENT

- Written Assessment on Restaurant Knowledge & Company Culture

BLOCK TWO (5th – 9th MONTH) OPERATIONS KNOWLEDGE

ATTACHMENT: RESTAURANTS, BARS & EVENTS – OUTLET TWO

FOCUS AREA

Presentation skills are vital for your development as a future leader, you will be receiving presentation skills training in the Block Two of your program

Basic knowledge about wine, wine appreciation and wine culture are essential in the hotel industry, to nurture you as a future RB&E leader, you will need to attend Wine Tasting Class too.

You will be working in a different outlet during Block Two. Your major training will be supporting your supervisor in the day-to-day running of the restaurant, completing tasks set by your manager, including cleaning, restaurant set up, team briefing and debriefing, cash-up and reports etc.

In Block Two, you will also be joining lunch gathering with the Management Team.

COACHING

- **Your major coach in this block would be the Learning & Development Manager and your Restaurant Manager.**

ASSESSMENT

- **Presentation on marketing initiatives for your outlet.**

BLOCK THREE (10th – 11.5th MONTH) BUSINESS SENSE

ATTACHMENT: ROOMS (FRONT OFFICE/HOUSEKEEPING)

FOCUS AREA

After gaining solid experience in Restaurants, Bars & Events Department, you will be rotating to our Rooms Division, either Front Office or Housekeeping Department for more exposure in hotels' operations. *

As the Management Trainee of the hotels, you will be required to attend our signature "SHARP Improvement Workshop", in which you will acquire the tools and knowledge for driving continuous improvement in different departments for better results.

COACHING

- Your major coach in this block would be the Learning & Development Manager and your Front Office or Housekeeping Manager.

ASSESSMENT

- Continuous Improvement Project Presentation

*Subject to the candidates' interest and operation's needs.

BLOCK FOUR (11.5th – 12th MONTH) LEADERSHIP SKILLS

ATTACHMENT: BACK OFFICE (FINANCE/ HUMAN RESOURCES/ SALES & MARKETING)

FOCUS AREA

- After gaining experiences in Operations Departments, you will now learn to master Human Resources/Finance/ Sales & Marketing tasks, and do so promptly to meet all deadlines. These responsibilities may include the hiring process, attendance and payroll management/ events management and coordination etc.*
- Another signature training that Management Trainees have to attend during the one-year program is the “Red Ring Leadership” course, in which you will fully understand the competencies required as a future leader in our hotels with thorough illustration.

COACHING

- Your major coach in this block would be the Learning & Development Manager and Director of Finance/ Human Resources/ Sales & Marketing.

ASSESSMENT

- Conduct a critical analysis report of one of the outlets. Provide recommendations regarding your restaurant offering, financial performance, guest experience to enhance the performance.
- You will need to bring solutions to problems and be innovative with new ideas that can boost performance.

*Subject to the candidates’ interest and operation’s needs.

INTRODUCTION – MARCO POLO HOTELS – HONG KONG

Overlooking the spectacular Victoria Harbour, Marco Polo Hongkong Hotel is located along Canton Road in Tsim Sha Tsui, at the heart of the city's busiest commercial, shopping and business hub. The Star Ferry and Ocean Terminal are at our doorstep, while shopping is right next door with the hotel forming part of Harbour City – the largest shopping complex in town. Guests enjoy easy access to the area's major tourist attractions such as Kowloon Park, Hong Kong Museum of Art, Hong Kong Space Museum and Hong Kong Cultural Centre.

FACTS ABOUT MARCO POLO HOTELS – HONG KONG

MARCO POLO HONGKONG HOTEL

665 Guestrooms

14 Events Venues

3 Restaurants

GATEWAY HOTEL

421 Guestrooms

4 Event Venues

1 Restaurant & 1 Bar

PRINCE HOTEL

394 Guestrooms

2 Event Venues

1 Restaurant

OUR RESTAURANTS

THREE ON CANTON

Three on Canton is the ultimate gourmet destination where your lifestyle is celebrated with a trilogy: Dine, wine and be all you can be at Three on Canton.

LOCATION

Level 3, GATEWAY HOTEL

CAFÉ MARCO

Café Marco is a stylish environment with innovative buffets and sumptuous a la carte selection, which are perfect for after-shopping dining pleasure.

LOCATION

Level 1, MARCO POLO HONGKONG HOTEL

CUCINA

Cucina showcases truly authentic Italian cuisine, Cucina is a contemporary lifestyle destination offering exquisite culinary experiences against the backdrop of spectacular Victoria Harbour. Interactive dining, bar and cocktail areas provide different options for private parties and special occasions.

LOCATION

Level 6, MARCO POLO HONGKONG HOTEL

LOBBY LOUNGE

The 54-seat Lobby Lounge makes a cosy rendezvous for lunch, teatime treats and cocktails.

LOCATION

Level 1, MARCO POLO HONGKONG HOTEL

BE ON CANTON

Be On Canton is part of a hip and happening venue that offers resort-style dining, cocktails and aperitifs served with delectable bites; or shake things up with an instant party.

LOCATION

Level 3, GATEWAY HOTEL

