

贵阳机场假日酒店 & 贵阳机场智选假日酒店
HOLIDAY INN & HOLIDAY INN EXPRESS GUIYANG AIRPORT

Policy & Procedure – Human Resources 人力资源制度和程序	Policy Number 序号:	HRD T005
	Effective Date 生效日期:	October 10, 2023
	Supercedes No. 废止号:	
Departmental On Boarding Advisor 部门入职顾问制度	Prepared By 制定人:	DHR Tracy He
	Approved By 批准人:	GM Jane Zhang
	Distribute to 分发给:	All Dept. Heads & Hotel Executive 所有的部门负责人及酒店管理層

Objective 目标:

- Helps to integrate the new starter into the company faster. 帮助新员工更快融入公司
- Ensures high level of engagement. 确保员工的高度敬业
- Teaches organizational vision and strategy. 传授组织的愿景和战略
- Explains the job importance. 解释工作的重要性
- Provides necessary tools and resources. 提供必要的工具和资源
- Helps the new starter assimilate with other employees. 帮助新员工与其他员工相互了解和接纳
- Reduces turnover. 降低员工流动率
- Helps the new starter get well job training. 帮助新员工获得良好的岗位培训

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Procedure 程序:

- Each section should have 1 OBAs at least for different position, in order to new staff have one OBA to support their on board. When OBA inform to resignation, departmental heads must to Appointed a successor ASAP.
- 每个分部每种不同职能的职位至少有1位同职能的入职顾问, 以确保最多每位新员工就有一个入职顾问在帮助其完成入职与融入过程。入职顾问提出离职后, 部门需要立即选定继任入职顾问, 报于人力资源部以便于安排相关培训。
- Requirements of On Boarding Advisor入职顾问甄选方法:
- Probation or overall Performance Review Rating 3 and above 工作6个月以上且年度绩效评估在“优秀”以上。
- Good communication skills. 良好的沟通技巧
- Willingness to support each other' s. 愿意向别人提供帮助
- Job Description of On Boarding Advisor入职顾问工作职责:
- Welcome the new starter to the company 欢迎新同事加入公司
- Guide the new starter through on boarding process在整个入职过程中给新同事提供指导
- Provide informal support to the new team member为新同事提供非正式的支持
- Be somebody the new starter can ask questions or request help成为给新同事解答问题和提供帮助的对象
- Be a point of contact between the new starter and relevant departments担当新同事和相关部门之间的联系人
- Make sure things are happening at the right time确保按时实施相关的步骤
- Set the stage for the New Team member' s arrival to make sure he/she feels welcome 为新同事的到来做好准备, 确保他/她感觉受到欢迎
- Share the on boarding plan with those involved in the process与所有参与入职引导流程的人员分享入职引导计划
- Ensure that On Boarding checklist is being completed and address any obstacles that he/she might experience 确保完成入职清单的各项内容, 并解决他/她可能遇到的障碍。
- Ensure that all activities planned are executed 确保计划的各项活动均已实施



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- Help the New Team member to build his/her networks帮助新同事建立他/她的人际关系网
- Have regular formal or informal touch points or catch up sessions to guide New Team member into new role定期进行正式或非正式的接触或沟通，指导新同事进入其新的角色
- Do the initial training for new staff, in order to make sure new staff can pass the probation. 为新员工进行岗位培训，确保在三个月后新员工能顺利转正。

• **Evaluation Criteria 考核标准**

Evaluation standard 考核标准
1. 入职顾问所带领新员工按时按成入职检查表上的任务； 2. 入职顾问在员工入职一周内完成部门入职培训； 3. 入职顾问在员工转正前完成新员工岗位培训； 4. 能够积极帮助新员工融入部门团队中。 5. 在新员工满意度调查时对入职顾问评价为满意（选项设为满意/一般/不满意）； 6. 入职顾问所带领的新员工成功转正，并在酒店连续工作满6个月。

- **Recognition 奖惩方法：**
- Outstanding OBAs will be considered as first priority when comes to internal promotion. They are entitled to up to 15% annual salary increase. Will also receive Winning Ways recognition cards.
- 优秀的入职顾问在有内部岗位空缺的情况下将被优先考虑晋升；同时在年度工资调整时（如适用）能享受到15%的工资幅度调整；同时每培养出一位符合上述条件的员工时将收到人力资源部发放的致胜之道卡片。
- If the OBA failed to pass monthly evaluation 3 month in a row, he or she will not perform the OBA function anymore. New OBA should be nominated to replace him/her.
- 如果入职顾问在新员工试用期三个月内考核为不通过，则自动从入职顾问团队中除名，由部门另行提名新人选担任。