

Hilton History

希尔顿历史















































The Waldorf=Astoria New York

传奇的纽约华尔道夫酒店



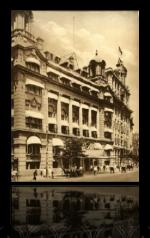


WHO WE ARE

我们是谁

- Waldorf Astoria Shanghai on the Bund 上海外滩华尔道夫酒店
- No.2 Zhong Shan Dong Yi Road, Shanghai 200002, P.R.C 中山东一路2号,上海200002,中国
- 260 rooms in total (including Waldorf Astoria Club & Waldorf Astoria Tower)
 客房总数260间(包含华尔道夫会所和华尔道夫酒店)





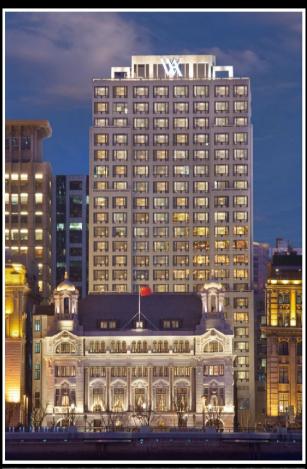


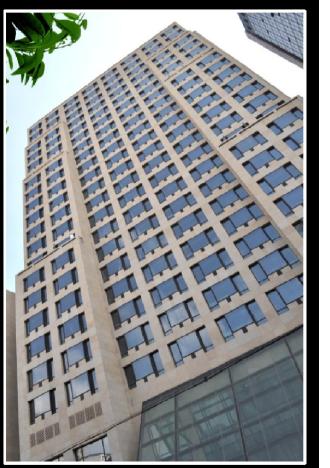




华尔道夫酒店

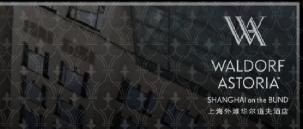












华尔道夫酒店

240 Guest Rooms

240间房间









华尔道夫会所

20 Guest Rooms 20间套房





华尔道夫酒店

Spa & Fitness Center













华尔道夫酒店

Grand Brasserie

百味园



The menu will feature regional cuisines from France as well as local Chinese favorite dishes 菜单将以法式菜系为主,同时设有一些受国内客人喜欢的菜品

WALDORF ASTORIA SHANGHAI on the BUND 上海外滩华尔道夫酒店

华尔道夫酒店

Peacock Alley

羿庭



Exclusive pastry and chocolate alcove 独特的甜品陈列橱



华尔道夫会所



Red velvet afternoon tea 红丝绒下午茶



华尔道夫会所

Wei Jing Ge

蔚景阁





Offers authentic regional favorites from Canton, Huai Yang, Shanghai

提供地道的广东菜, 淮扬菜和上海菜



华尔道夫会所

Pelham's Pelham's 餐厅







Morden French Cuisine and offers a wide selection of wines in full open view with a total of some 500 bottles 摩登法式菜肴并提供精选500余种酒于开放式的陈列橱中

WALDORF ASTORIA' SHANGHAI on the BUNI

华尔道夫会所







Offers a selection of premium cigars and an Oyster Bar with Live Band Music. 精选雪茄、新鲜生蚝在现场乐队的映衬下为您带来无与伦比的体验。



华尔道夫会所

Banqueting

宴会厅





华尔道夫酒店

Meeting Rooms

会议厅





2013 Hotel Awards

2013酒店年度获奖











福布斯指南 五星酒店

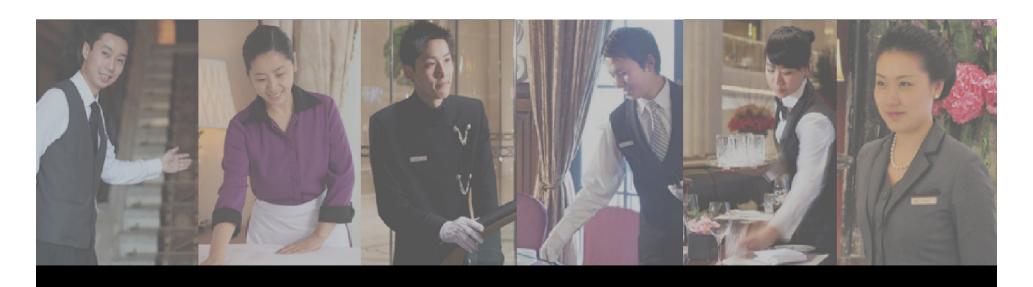
中国百佳酒店

最佳设计酒店

最佳商务酒店

3年度最佳酒店 WALDORF ASTORIA

> SHANGHAI on the BUND 上海外滩华尔道夫酒店







实习生阶梯计划



- Ability
- Attitude
- Accountability

Pre Stage

Stage One

- Induction Program
- Departmental Training
- Mentoring Program

- Trainee Dialogue
- Departmental Rotation
- Skills Training/HWU

Stage Two

Stage Three

- Departmental Evaluation
- Graduation Ceremony
- Career Consultation



Pre-Stage

预备阶段

Key to Success

Build Triple A

Ability

Accountability

Attitude

WALDORF ASTORIA" SHANGHAI on the BUND 上海外滩华尔道史酒店

Stage One

Induction Program

- o Hotel Briefing
- o Organization Culture and Development
- o Hotel Tour

Departmental Training

- 0 Knowledge based off-the job training
- o Practice based on-the job training

Mentoring program

o Mentor assigned to each individual



Departmental Training

部门培训















Stage Two

- Trainee Dialogue
 - o Experience Sharing
 - o Problem Solving
 - o Career Discussion
- * Departmental Rotation
 - o Structure Training Plan F&B
 - Structure Training Plan FO
- Skills Training/HWU
 - o Hilton Worldwide University



Trainee Dialogue

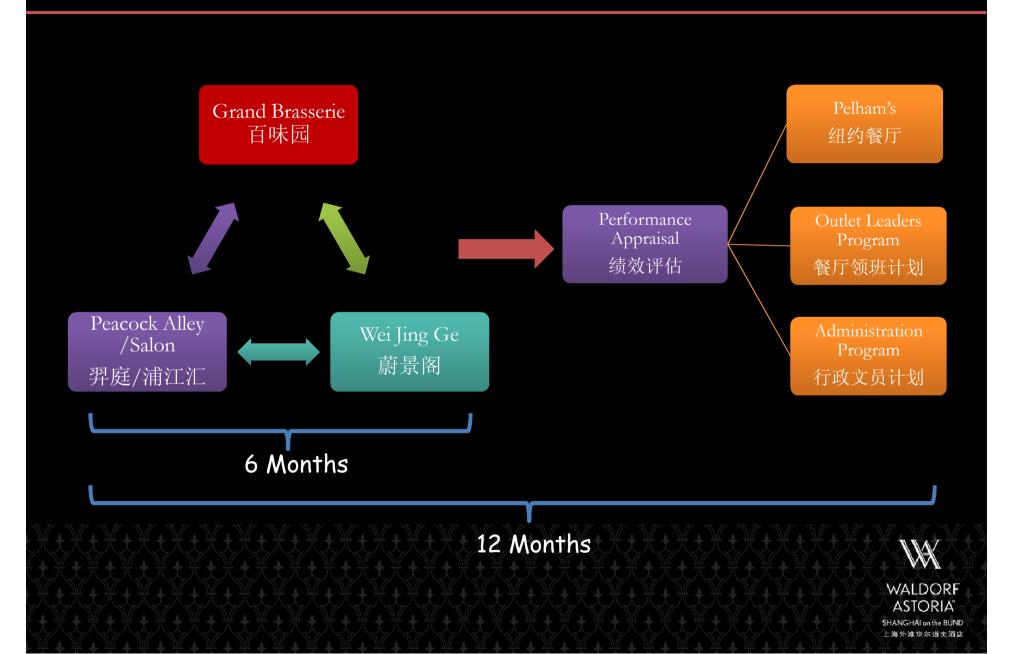
实习生对话



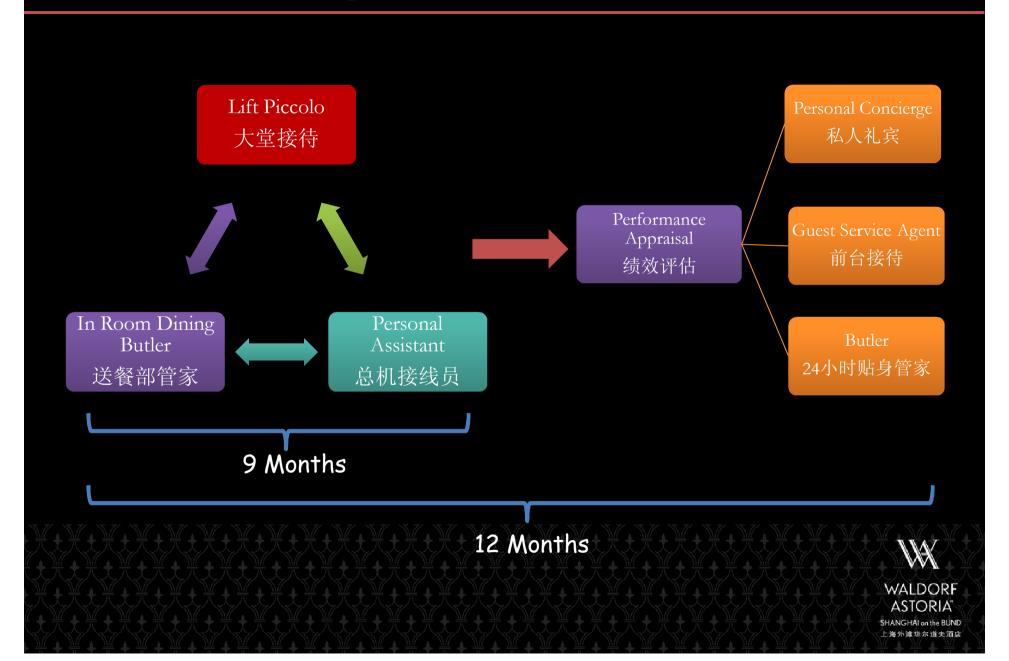




Structure Training Plan – F&B



Structure Training Plan –Front Office



Hilton Worldwide University

希尔顿大学

Hilton Worldwide University



HWU is comprised of five virtual colleges to support you in all areas of your job and professional development. This includes instructor led training (ILT), eLearning, virtual learning, webinars, and certifications.

Access to Hilton Worldwide University

Click on the Home button for the drop down menu, click Hilton Worldwide University.

HWU Resources

Questions? For learning queries on Hilton Worldwide University, contact your local HR Partner or e-mail HWU.Support@hilton.com



第三阶段

- Departmental Evaluation
 - o Performance Review
 - Suggestion offered
- Graduation Ceremony
 - Trainee Certificate
- Career Consultation
 - o Career Development Program



Graduation Ceremony

毕业典礼



WALDORF ASTORIA SHANGHAI on the BUND 上海外滩华尔道史酒店 

SHANGHAI on the BUND 上海外滩华尔道夫酒店

CERTIFICATE

We hereby confirm that

ZHEN JIE WANG

has successfully completed internship at Waldorf Astoria Shanghai on the Bund

August 2013 - February 2014

To fill the earth with the light and warmth of hospitality.

—Conrad N. Hilton

Kenny Sun Director of Human Resources Simeon Olle General Manager



CONRAD

















Bridging Program Traits

阶梯计划特色

Measured Achievements 可衡量的成就 Intern Competitive Edge 实习生的竞争优势 Structured Training Programme 结构化的培训



Final Output



Measured Achievements

可衡量的成就

Knowledge / Experience 知识/经验 Measured Achievements

可衡量的成就

Better prepared to complete after graduation

为毕业后的正式职业做 最充分准备

Multi Task Job Skills (rotate in different section)

多任务技巧培训

Defined Life Skills 确定生活技巧

Recognition 奖励

Certificates 证书 Hotel Reference 酒店推荐



Interns Competitive Edge

实习生竞争优势







Job Experience 工作经验

Your opportunity to test yourself

一个可以测试自己 的机会

Life Skills 生活技巧

The most valuable gift you can receive. – delivering confidence

收到的最后价值的 礼物:表现自信

Intern Competitive Edge

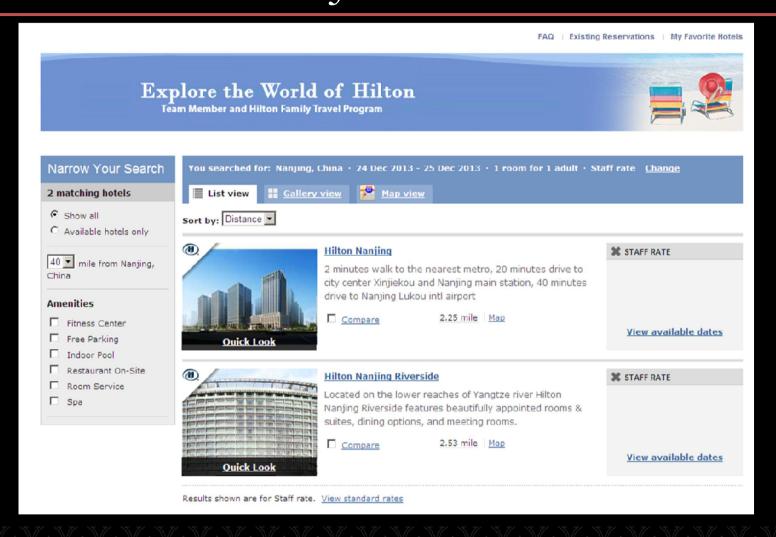
实习生竞争优势

To have the best chance to win you're next job

为下一份工作提供了 最好的机会



Additional Benefits - J1D 希尔顿员工福利旅行计划



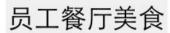


Additional Benefits - Team Outing

团队活动



















2014应届毕业生/实习生岗位需求

FO 前厅部

- Lift Piccolo (Trainee)大堂接待(实习生)
- IRD Butler客房送餐管家员
- Receptionist 前台接待
- Operator总机接线











Management Trainee

华尔道夫管理实习生



Team members here are friendly and helpful, I learned a lot and enjoyed working at Waldorf.

-- Max Wang Management Trainee

员工们都很友好和乐于助人,我在华尔道夫学到了很多并 且工作得很开心。

--王唯一 管理培训生



Waldorf is an excellent place for working, I realized that my ability has been improved to be fully knowledgeable.

-- Ivan Liu Management Trainee

华尔道夫是个很适合工作的地方,我觉得在这里我的能力 得到了提升,达到了真正的博识广闻。

--刘一凡 管理培训生



Waldorf offers harmonious working environment, all team members are friendly and let me feel a sense of belonging here.

——Eva Gu Management Trainee

华尔道夫提供了一个和谐的工作环境,这里的员工都很友好,令我有一份归属感。

-- 辜琪 管理培训生



Front Office Trainee

前厅部实习生









2014 应届毕业生/实习生岗位需求

F&B 餐饮部

- F&B Trainee (Western/Chinese Restaurant) 餐饮部实习生(中/西餐厅)
- F&B Waiter/Waitress 餐厅服务员
- Hostess餐厅领位员
- Bartender 调酒师









F&B Trainee

餐饮部实习生



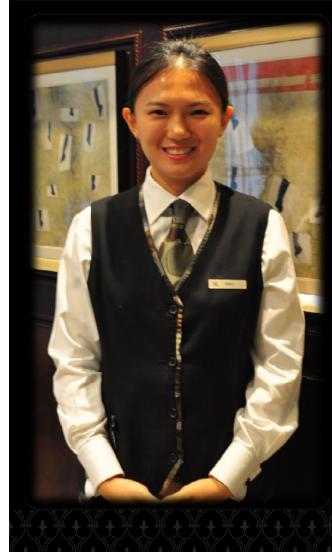






F&B Trainee

餐饮部实习生







WALDORF ASTORIA SHANGHAI on the BUND 上海外滩华尔道史酒店

Contact us We Chat: waldorfhr

联系我们



WA Recruitment

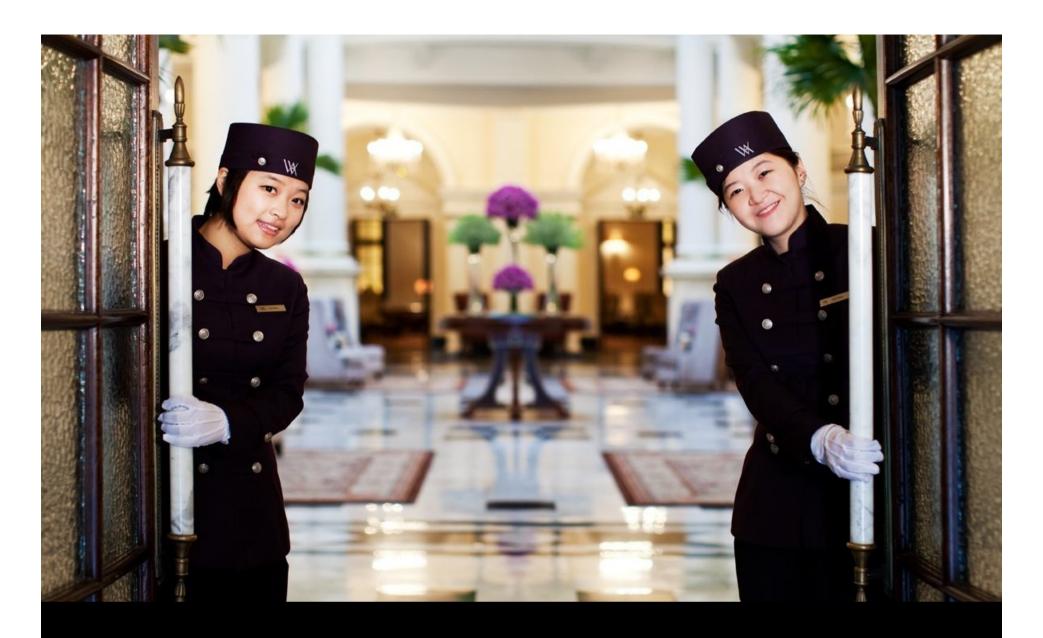
上海 黄浦

如果您想在华尔道夫寻找职业发展机遇,敬请联络我们。

SHAWA.HR@waldorfastoria.com 021 63229988 ext 3900 仲小姐







THANK YOU