

Role – Executive – Field Trainer

Department - L&D

Line Manager: Manager – Training & Development

Experience - 2 & 3 years

Salary Range - 40 to 45 k

Job Description

Key Roles and Responsibilities

- Develop and create training modules and maintain training material for existing and future training initiatives.
- Conduct Induction sessions and arrange on-the-job training for new hires.
- Conduct training programs like induction, guest service, food safety and product quality.
- Excellent Coffee skills hand on practice and knowledge
- Ensure training manuals are updated for FOH & BOH and food as changes are being made.
- Develop and organize training manuals, multimedia visual aids-Video content, and other educational Modules materials.
- Work closely with the quality assurance team to come up with detailed training regarding food safety, product assembly and product Quality Checks.
- Create a training calendar with support from operations and send monthly advance notices to operations and management.
- Visit all outlets, identify the internal training team gaps and assist in providing high training support.
- Train instructors (Trainer Associate) and Shift supervisors in Soft and Behaviour skills training and dealing with employees
- Work with cross-functional teams to support product improvement and new product launches Training.
- Reinforce the GFB work culture in all projects and activities.
- Undertake special training projects as assigned.
- Conduct inductions and training in multiple cities as required.

Desired Candidate Profile

- Excellent written and verbal skills in both **English and Hindi.**
- **Excellent communication**, training and people skills.
- Strong organisational skills with keen attention to detail.
- Must be good at identifying and solving problems as and when it occurs.
- **Must be willing to travel 70% of the time between outlets** within the city.
- Must be willing to work closely with other departments and take advise/criticism if required.