

Subject: (AMDP) Archipelago Management Development Program		No: LD 17 V01 01-2024
Effective date: January 2024	Review by: Regional General Manager	Total page(s): 4 (four)
Issued by: Corporate Learning & Talent Development	Approved by: John Flood	Distributed to Human Resources Leader and All GM

POLICY AND PROCEDURES

Subject AMDP - Archipelago Management Development Program

Policy Statement

Participation in the Archipelago Management Development Program (AMDP) signifies the next crucial step for individuals who have successfully completed the Managerial Cross Exposure Program (MCEP) at our hotel property. This program underscores our ongoing commitment to nurturing leadership excellence and supporting professional advancement. The learning process spans 4 months, inclusive of the evaluation..

Purpose

The AMDP is designed to strategically cultivate and groom potential candidates for managerial roles, emphasizing positions at the HM and GM levels or as a Departmental Leader across various departments.

Upon program completion, we will establish a comprehensive employee database, streamlining the identification of the most qualified individuals for future leadership roles within the organization.

This initiative aims to create a talented pool of individuals, fostering career growth and ensuring the development of a successful and dynamic leadership team.

Procedure:

1. The Hotel Leader (HM/GM) and HR Leaders are fully responsible (aware and supportive) for the registration process, which involves filtering the participant name list sent out by the Corporate Team through the registration of their Heads of Departments (HODs).
2. Corporate Learning and Development will send registration information to each hotel every semester and provide HODs with access to register their names as participants.
3. The Participant (Mentee) criteria will include individuals who meet the following:
 - a. The hotel or individual has been in hotel operation for a minimum of 1 (one) year
 - b. Managers at the managerial level who personally commit to participating in the programs, demonstrate curiosity during morning briefing/ daily operations, actively seek solutions, and apply in-depth learning to address departmental issues.

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- c. Managers who demonstrate excellent performance in the following aspects:
 - i. Achieving the minimum required Audit Score.
 - ii. Successfully passing the Golden Rules Test with a score of 80 or higher
 - iii. Ensuring that departmental training hours reach an average of 4 hours in each month
 - d. Acknowledged by: General Manager, Human Resources, The Mentors and Regional General Manager
4. The hotel must have a Mentor available to support the learning journey. Here are some criteria as a reference:
 - a. Minimum of 1 (one) year of experience as a departmental leader
 - b. Certified as a Trainer from Train The Trainer Program or possessing good public speaking skills and the ability to create effective presentation slides
 - c. Mentor who demonstrate excellent performance in the following aspects:
 - i. Achieving the minimum required Audit Score
 - ii. Successfully passing the Golden Rules Test with a score of 80 or higher
 - iii. Departmental training hours reaching an average of 4 hours in each month
 - d. If the department leader does not meet the requirements, the Hotel Leader (HM/GM) will become a Mentor in the program.
 5. Corporate Learning and Development will organize an online meeting to provide a briefing on the learning journey, covering topics such as the schedule, process, and recommendations.
 6. The Hotel Leader (HM/GM) and HR Leader need to ensure that the Learning process runs smoothly and is well-documented in terms of progress.
 7. The Mentor needs to provide a confirmed schedule for the mentee to facilitate in-depth learning of the syllabus
 8. The Mentor needs to prepare a learning module related to the syllabus and assign a task or project for The Mentee.
 9. The Hotel Leader (HM/GM) and HR Leader need to provide at least 1 (one) training module related to human relations, owner relations and leadership.
 10. The Hotel Leader (HM/GM) and HR Leader need to ensure that the mentee is available to join the scheduled sessions provided by the Corporate team, covering Non-Technical, Communication, and

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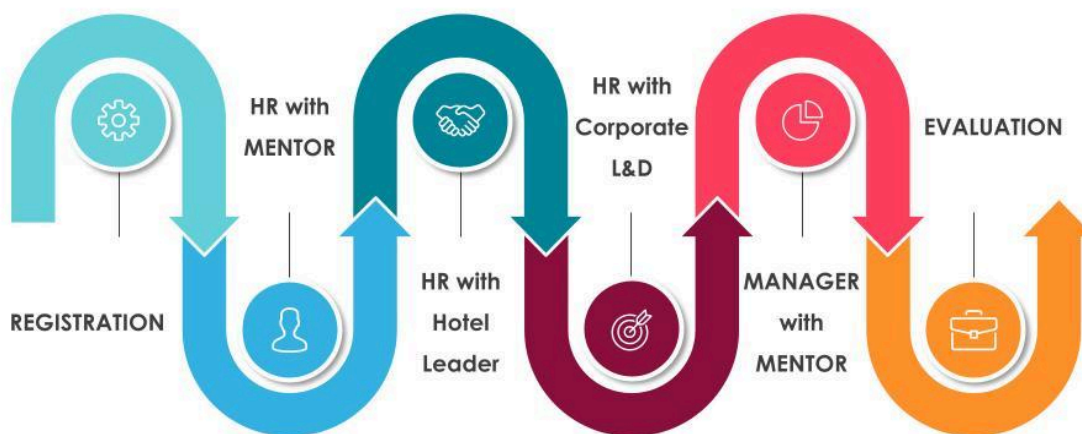
other training modules conducted by Corporate Leaders or Regional General Managers.

11. The Mentee should cover 2 syllabus within 3 months or the equivalent of minimum 40 hours of learning within their hotel.
12. The Mentee need to have learning schedule at the sister property assigned by Regional General Manager to have depth- learning and gain additional experience from the sister property.
If there are any costs, the learning expenses can be covered by the SSA Fund or can be discussed and communicated between both hotels.
13. The Mentee need to prepare the presentation to the Regional General Manager as an evaluation. The topic will cover:
 - a. INTRO - Mentee's professional background
 - b. What is goal of AMDP and Mentee's Goal for their development
 - c. Operation overall roadmap - in general (including guest satisfaction)
 - d. Financial
 - e. Owner Relation
 - f. Project assignment: analysis and suggestion
14. The Mentee needs to attend the evaluation with the Corporate Leaders based on the schedule for their assessment
15. The Mentee will receive any suggestions or recommendations from the Corporate Team for their assessment
16. The Mentees who pass the evaluation will receive TOP Priority on the Corporate Leader Candidate list that will be proposed to the Management or Owner.

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LEARNING JOURNEY

How to Start the Program: Roadmap - Learning Journey



Assessment of Learning Journey

Learning Journey Spanning a Total of 48-50 Hours Over 4 Months

