



WE ARE  
HIRING



# LEARNING & DEVELOPMENT MANAGER

*As L&D Manager, you will be responsible for training, developing, and inspiring our team members.*

*You will foster a culture of continuous learning where employees can grow in their roles and contribute to the world-class service Baoase is known for.*

## MAIN ROLE & RESPONSIBILITIES

- Identify training and development needs across all departments (Front Office, F&B, Housekeeping, Sales & Marketing, Events, etc.).
- Design, organize, and coordinate training programs for employees and managers.
- Oversee onboarding and orientation programs for new team members (“Welcome & Orientation”).
- Develop leadership and talent development programs.
- Support department heads in coaching and developing their teams.
- Ensure compliance with brand standards, service culture, and guest engagement practices.
- Facilitate in-house training sessions on topics such as service excellence, upselling, communication, and safety.
- Evaluate training results and report learning performance to management.
- Maintain relationships with external training partners, schools, and industry organizations.
- Manage the L&D budget and optimize training investments.
- Foster a learning culture that motivates employees to grow and perform at their best.

## ESSENTIAL SKILLS & REQUIREMENTS

- Strong communication and presentation skills.
- Proven experience in delivering both classroom and on-the-job training.
- In-depth knowledge of hospitality, service culture, and quality standards.
- Ability to inspire, coach, and develop others.
- Excellent planning, organizational, and follow-up skills.
- Analytical mindset with a focus on measurable results.
- Experience with e-learning platforms (LMS) and digital learning tools.
- Fluent in English and Spanish (additional languages are a plus).

To apply, please send your resume (with a picture) and cover letter to [hr@baoase.com](mailto:hr@baoase.com).