DR.THANIDA KRUUSE AV VERCHOU SJOESTEDT

### **Impression**



#### **Education / Qualifications**

#### **Doctor's Degree**

- (Integrated Tourism and Hospitality Management – HR Specialist)
At National Institute of Development Administration (NIDA)
Research Title: HUMAN RESOURCE MANAGEMENT PRACTICE MODEL
OF SUVARNABHUMI INTERNATIONAL AIRPORT, THAILAND

#### Master's Degree

- (Business Economics)

At National Institute of Development Administration (NIDA)
Research Title: The Analysis of factors affecting the value of Thailand exported rice to Singapore

#### Bachelor's Degree

- (Business English - Hospitality and Tourism Management) At Assumption University (ABAC)

### **Current job position**

Senior Trainer, Impression Academy





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DR.THANIDA KRUUSE AV VERCHOU SJOESTEDT

### PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

### Human Resources Department - Learning & Development Manager

- Training Strategy and Planning :
  - 1. Identify the training needs of the hotel and approve with DHR and GM.
  - 2. Work with DHR and GM to create detailed annual training plan and budget.
  - 3. Work with department heads to produce an annual training plan by department.
  - 4. Coordinate and track all training being carried out in the hotel on an ongoing basis.
  - 5. Analyzing a guess's complaint and creating a training method to solve the issue.
- Training Operations :
  - 1. Deliver certain hotel-wide training courses for all employees.
  - 2. Train and support departmental trainers, and coordinate training delivered by department trainees.
  - 3. Lead the Orientation process for all new employees.
- Training Project :
  - 1. Conduct English for Service Session.
  - 2. Coordinate for Green Leaf Project.





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#### PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

### **Human Resources Administration Managers**

- Responsibility:
  - 1. Managing the recruitment and selection process of the expatriate staff and reporting to Head Office in Hong Kong (GMAsia Hong Kong Limited).
  - 2. Issuing Visa for Expatriate staff.
  - 3. Preparing all necessary documents for Expatriate Staff's work permits.
  - 4. Managing all schedules and processes of Visa, work permit applications, and 90 days notification.
  - 5. Making a good relationship with Labor Department and immigration officer to make all application processes and negotiations more smooth.
  - 6. Coordinating with FDA Bureau of Food and processing to apply the company' product FDA licenses.
  - 7. Coordinating with Finance Manager (Head Office) in the preparation of monthly Payroll.
  - 8. Overseeing and managing a performance appraisal system that drives high performance.





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### PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

### Human Resources Department - Learning & Development Manager (1)

- Training Strategy and Planning:
  - 1. Identify the training needs of the hotel and approve with DHR and GM.
  - 2. Work with DHR and GM to create detailed annual training plan and budget.
  - 3. Work with department heads to produce an annual training plan by department.
  - 4. Coordinate and track all training being carried out in the hotel on an ongoing basis.
  - 5. Analyzing a guess's complaint and creating a training method to solve the issue.
- Training Operations :
  - 1. Deliver certain hotel-wide training courses for all employees.
  - 2. Train and support departmental trainers, and coordinate training delivered by department trainees.
  - 3. Lead the Orientation process for all new employees.





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#### PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

### Human Resources Department - Learning & Development Manager (2)

- Human resource support :
  - 1. Support the recruitment and selection process.
  - 2. Bridge management and employee relations by addressing demands, grievances or other issues.
  - 3. Support current and future business needs through the development, engagement, motivation and preservation of human capital.
  - 4. Oversee and manage a performance appraisal system that drives high performance.
- Achievement :
  - 1. Lead Avani Pattaya Resort team to be the winner of 365 Days of Service program for over 500 hotels in Minor.





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### PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

### Human Resources Department - Training Executive (1)

- Training Strategy and Planning:
  - 1. Develops an annual training plan.
  - 2. Manages the training budget.
  - 3. Assists department managers to develop and organize their training programs.
  - 4. Assists department managers to train individuals designated as departmental trainers.
  - 5. Conducts general orientation programs.
  - 6. Organizes supervisory and management development programs.
  - 7. Coordinates the use of outside training resources.
  - 8. Organizes cross-training programs.
  - 9. Assists management in analyzing training needs.
  - 10. Completes monthly training report.
  - 11. Performs other duties as assigned by Supervisor





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### PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

### Human Resources Department - Training Executive (2)

- Administration Responsibilities :
  - 1. Acknowledges and screens daily work schedule.
  - 2. Conducts daily briefing and de-briefing in the absence of the Department Head.
  - 3. Proposes an effective duty to ensure sufficiency of manpower in accordance to volume of business.
  - 4. Establishes two-way communication with related departments.
  - 5. Communicates effectively with guests, subordinates, immediate supervisors and other section heads.
  - 6. Manages time effectively by meeting deadlines on time.
  - 7. Administers personnel action on leaves & overtime requests, disciplinary actions and commendation as required.
  - 8. dentifies and solves problems in a professional manner.





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#### PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

### Human Resources Department - Training Executive (3)

- Technical Responsibilities :
  - Responsible for successful management and operations of Self Access Center measuring by progress of associate improvement of English communication skill
  - 2. Knows and understands the job description of all positions in his/her department and beware of others.
  - 3. Knows and understands policies relating to his/her department and others.
  - 4. Recognizes good quality products and presentation.
  - 5. Checks and improves all service standards established by the company.
  - 6. Supervises staff activities to maximize revenue and minimize costs.
  - 7. Provides assistance to the staff when required during peak periods.
  - 8. Maintains grooming standards for all personnel.
  - 9. Manages wastes by reducing and recycle the east's, carefully use of all resources.





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#### PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

### Human Resources Department -Training Officer

- Responsibilities
  - Coordinate, manage, and deliver training programs. Coordinate post-hire training for all new hires.
     Develop, deliver, and manage on-boarding and training curriculum for all new hires. Develop and deliver training programs for all middle management.

#### PROFESSIONAL SKILLS AND AREA OF INTEREST

- Human resource management
- Learning & People Development
- Organizational Management
- Hospitality & Service industry





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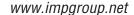


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# Curriculum Vitae OPROFILE

DR. THANIDA KRUUSE AV VERCHOU SJOESTEDT

#### PROFESSIONAL AND ACADEMIC EXPERIENCES

Guest Speaker in the area of Human Resources AND Learning & Development in the hotel industry;

Guest Speaker Khon Kaen University	2023
Guest Speaker   Kasetsart University, Sriracha campus	2022 - 2023
Guest Speaker   Walailak University, Nakhon Si Thammarat	2022
Guest Speaker   Maejo University, Chumphon	2020
Guest Speaker   Suan Sunandha Rajabhat University	2019
<ul> <li>Guest Speaker   Faculty of Engineering, Chulalongkorn University</li> </ul>	2019
Guest Speaker   Tourism Authority of Thailand, Nakhon Si Thammarat	2019
Guest Speaker Naresuan University, Phitsanulok	2018





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