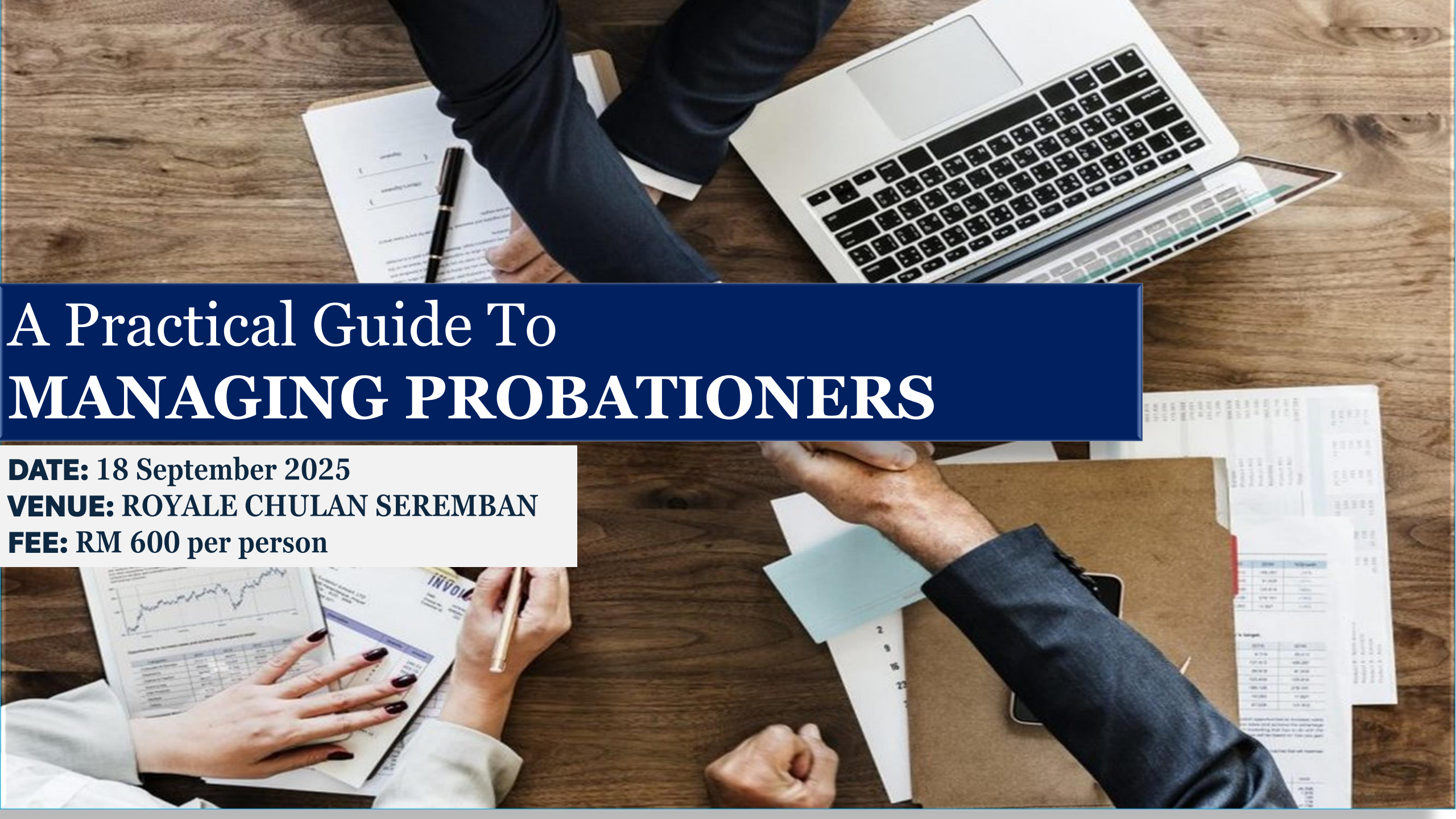




A Practical Guide To MANAGING PROBATIONERS

DATE: 18 September 2025

VENUE: ROYALE CHULAN SEREMBAN

FEE: RM 600 per person

OBJECTIVES

- Understand the legal definition and expectations of probationers under Malaysian law
- Set performance goals and success indicators from the time they report for duty
- Monitor, document, and review probationers' progress effectively
- Conduct structured probation reviews and make informed decisions to confirm, extend, or terminate
- Handle underperformance in probation with proper documentation and communication

WHO SHOULD ATTEND?

HR professionals, supervisors, and line managers

DURATION

1 Day (8 Hours)

METHODOLOGIES

- Group Discussion
- Case Study

PROGRAM OUTLINE

MODULE 1 : Understanding the Probation Period

- What is a probationer? - Key provisions under the Employment Act 1955 and Industrial Court decisions
- Common HR myths and legal pitfall

MODULE 2: Setting Up for Success: Onboarding & KPIs

- Setting clear expectations from Day 1
- Using the 30-60-90 Day Framework

MODULE 3: Monitoring and Feedback During Probation

- Tools to track performance and attitude
- Templates: Performance log & coaching notes

MODULE 4: Mid probation and end of probation

- When and how to conduct reviews
- Confirm, extend, or terminate decisions

MODULE 5: Documenting & Handling Poor Performance

- Sample letters (warning, extension, termination)
- How to stay compliant with Malaysian employment law

TRAINER PROFILE



Mr. Sri Vahlsan has more than 15 years of experience in the area of People Relations. Having started his career in the Hospitality Industry in Food & Beverage Operations, he had strengthen his competencies and abilities in Customer Service and People relations management.

His career had taken him to work with the Fast Food chain where he started his initial exposure in Management when being employed with Delifrance (M) Sdn Bhd. While serving in the capacity as Assistant Outlet Manager, he was involved in undertaking the initial pre-opening functions of some of their outlets and restructuring processes while being involved in day to day operations.

He later joined back the hotel industry where he had the opportunity to be a part of a pre opening team of Pan Pacific Hotel Kuala Lumpur International Airport (now Sama- Sama Hotel KLIA) where he was involved in setting up the All Day Dining Restaurant, and later was promoted as Manager, Service In Room Dining where he handled the complete setting up of the In Room Dining from planning the Standard Operating Procedures, Menu Planning to Sales budgeting while overseeing the Bar & Grill Restaurant's operations.

During his tenure at Eastin Hotel as the Assistant Restaurant Manager, he was managing 4 Outlets (Coffee House, Room Service, Executive Lounge and Pool Side), he was managing a high turnover restaurant and eventually appointed as a Departmental Trainer for the Food and Beverage Department.

His career was another move in the area of Training and Development when he served as a Lecturer at Stamford College Kuala Lumpur (School of Hospitality), later Certified Instructor of American Hotel & Lodging Association of America (AHLA)

Later during his tenure with Royal Adelphi Hotel Seremban (now Royale Chulan Seremban), where he was appointed as Training Manager he was actively involved in setting up the Training Department. Some of the functions involved preparing Training Manuals for Core Training Programs and working with the Heads of Departments (HOD) in ensuring their buy in. he was also involved in organizing campaigns to promote awareness namely in Customer Service areas and Safety. Besides that he was involved in overseeing the Human Resource Department where he was involved in managing performances and probationers which advising HODs

Having spent more than 20 years in the Hospitality Industry, Mr Sri joined Malaysian Employers Federation where he served for 16 year where his last designation was Senior Consultant-Training. Throughout his tenure with MEF, he had developed and delivered many programs in the areas of Human Resource Management and Soft Skills which included Hospitality Related programs. The Hospitality programs he specialized included Food & Beverage Service, Beverage Service, Developing OJT Trainers and Upselling Skills for the Hospitality Industry



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University

ACADEMIC QUALIFICATION

- Bachelor's degree in Hospitality Management from Bournemouth University in UK
- Master In Management (*specializing in Human Resource*) from Open University Malaysia