



i Training Expert.com

corporate training and consultancy



ITRAININGEXPERT.COM

**TOTAL HOSPITALITY TRAINING
DIRECTORY**

iTrainingExpert.com

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*Penang | Kedah | Ipoh | Klang Valley | Johor | Miri | Kota Kinabalu
Vietnam | China | Hong Kong | Indonesia*

BACKGROUND

iTrainingExpert.com's Hospitality Faculty consists of subject experts from the hospitality industry who have combine experience of 35 years in the industries.

All trainers have experience as hoteliers, hotel operators, customer service and hospitality sales background serving 5 star hotel chains worldwide.

Our Human Capital Development training consultant makes sure each and every course that we deliver to you is catered specifically to your needs and objectives. No one course is the same because they are tailored made and the only trainers who match your requirements will deliver the course.

Our follow up procedure also helps you to monitor the progress of your staff.

Thank you once again, for choosing as your training partners who meticulously cares for the hospitality industry.

Feel free to contact us for a **proposal** or complimentary **training needs analysis**.

Faithfully yours

Sue Michelle Boey

Managing Director

For more details, log on to

www.ITrainingExpert.com

SUITABLE FOR: SENIOR MANAGERS, MANAGERS & EXECUTIVE TRAININGS

SALES

- UPSELLING & COMMUNICATION SKILLS FOR FRONTLINERS
- BUILDING A SUPER SALES TEAM
- WINNING CUSTOMERS THRU NEGOTIATION, SUGGESTIVE SELLING & CLOSING DEALS

CUSTOMER RELATIONSHIP & SERVICES MANAGEMENT

- CUSTOMER RETENTION
- SERVICE SKILLS FOR ROOM DIVISION
- COMPLAINTS & SERVICE RECOVERY FOR HOTELIERS
- TURNING COMPLAINTS TO BUSINESS OPPORTUNITIES
- WORLD CLASS CUSTOMER SERVICE—FRONT OFFICE, RESERVATION
- MASTERING TELEMARKETING FOR RESERVATION

TRAIN THE TRAINERS & TEAMBUILDING

- TRAIN FOR PERFORMANCE
- MANAGERIAL LEADERSHIP BOOTCAMP
- MINDSET & ATTITUDINAL CHANGE CAMP
- THE ART & SCIENCE OF INSPIRATIONAL LEADERSHIP

CONVERSATIONAL, WRITING & COMMUNICATION SKILLS

- REPORT WRITING & EFFECTIVE PRESENTATION SKILLS
- HIGHLY EFFECTIVE COMMUNICATION SKILLS FOR HOTELIERS
- EFFECTIVE PRESENTATION TECHNIQUES

CONVERSATIONAL, WRITING & COMMUNICATION SKILLS

- HOSPITALITY ENGLISH 1,2,3
- ENGLISH FOR FRONTLINERS

SAFETY & HEALTH

- FIRST AID & CPR FOR HOSPITALITY INDUSTRY
- COMPLETE OCCUPATIONAL SAFETY PROGRAM
- SAFETY COMMITTEE IMPLEMENTATION
- HIRACR—HAZARD IDENTIFICATION, RISK ASSESSMENT & RISK CONTROL
- FIRE FIGHTING PROGRAM

SUITABLE: MANAGERS, SPECIALISTS, EXECUTIVES, RANK AND FILE

FRONT OFFICE

- Front Office Management
- Front Office Reservations
- Guest Registration
- Front Office Responsibilities
- Guest Check Out and Settlement
- Front Office Accounting
- Night Audit
- Front Office Yield Management
- Revenue Management
- Front Office Up Selling Skills

HOUSEKEEPING

- Housekeeping Management
 - Guest Room Cleaning
 - Public Area Cleaning
 - Housekeeping Inventory Control
 - Laundry Operations
 - Managing people & services

FOOD AND BEVERAGE SERVICE

- Introduction To Food and Beverage Service
 - Styles of Service
 - Table Service
 - Basics of Good Food and Beverage Service
 - Food and Beverage Mise en Place
 - Food and Beverage Reservations
 - Restaurant Sequence of Service
 - Beverage Service
 - Wine Service
 - Upselling F&B

FOOD PRODUCTION (KITCHEN)

- Introduction to Kitchen
 - Kitchen Tools and Equipment
 - Knife Skills
 - Basic Cooking Principles
 - Stock and Sauces
 - Soups
 - Appetizers
 - Salads Vegetables and Fruits
 - Sandwiches
 - Fish and Shellfish
 - Poultry and Game
 - Meat
 - Meat Cuts
 - Pasta Making
 - Basic Principles of Baking
 - Bread Making Process
 - Food Presentation and Garnishing
 - Kitchen Hygiene Standards

HOTEL HUMAN RESOURCES MANAGEMENT

- Hotel Orientation
- Hotel Human Resources
- Recruiting and Selecting Applicants
- Performance Appraisal
- Service Challenges
- Role of Supervisor
- Telephone handling Skills
- Teamwork
- Employee Discipline
- Employee Motivation
- Conflict Resolution at Work
- Effective Communications
- Handling Guest Complaints Effectively
- Quality Customer Service Management
- SWOT Analysis
- Time Management
- Training and Development
- Train the Trainer
- Grooming and Etiquette

SALES & MARKETING

- Hotel Sales and Marketing

ENGINEERING, MAINTENANCE & SECURITY

- Hotel Engineering and Maintenance - detailed courses upon request
- Hotel Security - e.g. Fraud detection, detailed courses upon request
- Role of Hotel General Manager