

Hospitality Training Package (HTP)

**“Hospitality (Customer Service & Leadership) + Communication +
Grooming Skills (HCGS)”
@ Bintan, Indonesia & Singapore**

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Introduction

This program, HCGS includes all the essential skills successful executives in hospitality industry should have in the new global economy. HCGS is designed to impart not only skills and knowledge in the area of customer service, but also help develop within each participant the ability to communicate persuasively and inspire others to action.

Being able to provide good customer service and demonstrate potential leadership capabilities is the edge required for anyone aspiring to hold management position. Coupled with sound knowledge of the hospitality management, the participant will be equipped with the skills to not only transmit his/her ideas and feedback effectively to his/her superiors but also know how to motivate and lead team more efficiently. The final touch of proper grooming know-how, will lend the participant the advantage to appear confident in the various scenarios that he/she will be placed in.

HCGS is most suitable for students studying in diploma or degree hospitality programs and also executives or management trainees currently working in hospitality industry. It will be conducted in a resort to give participants a practical experience.

Objectives

- √ Acquire the knowledge of the functions of a resort and its business framework
- √ Learn about FEELINGS Customer Service: Quality Service.....First Time, Every Time
- √ What is Service Leadership?
- √ The power of Service Recovery.
- √ Listening skills and body language for effective communication
- √ Master the art of small talk
- √ Enhance first impressions
- √ Impress with professional etiquette

About Asian LifeSkills

Asian LifeSkills is a learning community hub (www.asianlifeskills.com) for people from all walks of life in Asia. We offer more than 60 courses of skills training and higher education to corporate, youth and social groups. We also provide consultancy services and organize camps and events.

At Asian LifeSkills, we select and present our courses with passion and purpose. Our passion is training and education, and our purpose is to awaken in our members a sense of the New Asian identity, and of each individual's privilege to live a more meaningful life.

HCGS Synopsis

The wonderful thing about our hospitality workshop is that it mixes fun with learning. We use various aspects of Rhythm and Music to provoke learning about customer service and to create the awareness on the importance of customer service. Our program emphasises a deceptively simple but winning approach to customer service – that a relationship is at the heart of every transaction. This program helps the participant to understand the values, skills, techniques and attitudes necessary to deliver the outstanding, legendary level of customer service he/she needs in order to make sure customers are fully satisfied – and don't switch to competition.

Customers will eventually give positive feedback about your company wherever they go or whoever they meet. Not only will this translate into a positive and good image for your company in the eyes of the public, your employees will feel good that they have performed professionally and have received due recognition. They will then be motivated to perform even better in the future. So, everyone WINS!



Skincare, Haircare & Make-up Workshop



Dining Etiquette Workshop



In our communication workshop participants will learn how to persuade people at their workplace. They will learn how to project a powerful first impression that will impress from the get-go. They will learn to distinguish different types of influence and how to maximize their own influence. Finally, participants will learn a variety of techniques to persuade others in customer service, and face-to-face conversations.

The aim of our grooming workshop is to heighten participants' awareness on the power of their image and enhance their grooming skills so they always look sharp and chic. Participants will sharpened their etiquette intelligence and be empowered with hosting, ushering and networking skills so they know what to do and what to say at all times to project a winning image to be a confident executives in the hospitality industry.

Profile of the trainers



Dr. Allen Teh will be the trainer for the customer service aspect. He has conducted extensive worldwide research on customer service as well as on customer behaviour related to business. His latest research was on Emotional Intelligence (EQ) and how that impacts business profitability through employees' work performance.

Dr. Allen Teh holds a Doctorate Degree in Business Administration from Southern Cross University, Australia and MBA from the University of Dubuque, Iowa, USA.



Mr. David Goldwich practiced law in the United States for more than ten years. As a specialist in communication, persuasion, and presentation skills, he has delivered presentations to large and small audiences, and hosted a television talk show. As a member of Toastmasters International, he has won multiple speech competitions.

Mr. David has a BA degree in Political Science with a focus on Political Communication, Organization Theory, and Psychology. He has an MBA with a specialization in Business Management and Organization and also earned a JD degree.



Ms. Guinevere Ho will be the trainer for the grooming aspect. She is trained with First Impressions, a leading image Management Consultancy that spans across Europe and Asia.

Ms. Guinevere holds a Business degree from RMIT, Australia.

Training Venues

HCGS will be conducted at Venues Asia @ Loola, Bintan. Just two hours ferry from Singapore, Venues Asia @ Loola offers large bungalows, restaurants, and terrace, all built in local Indonesian style above the water.



All bungalows have large verandas, bathrooms, towels, electricity, and fans, and are made with beautiful wood from renewable resources ...



Photos Courtesy of Loola Adventure Resort



Option is available to have part of the trainings to be held at one of the largest yacht in Singapore for training.



Photos Courtesy of Yacht Long Ranger

Famous Attractions in Singapore



Duration	<p>HCGS will be conducted over a period of 6 days. Dates are to be arranged by the client.</p> <p>At the end of HCGS, each participant will be awarded with a Certificate of Completion from Asian LifeSkills.</p>
Schedule	<p>Day 1 – arrive AM and one night stay in Singapore</p> <p>Day 2/4 - depart for Venues Asia @ Loola AM and stay for 3 nights (Conduct of HCGS workshops)</p> <p>Day 5 – return to Singapore AM and 1 night stay (free & easy)</p> <p>Day 6 – depart to home country PM</p>
Accommodations	<p>Participants will stay at the resort of Venues Asia @ Loola in Bintan and a student hostel in Singapore.</p>
Transportation	<p>All land and sea transport will be arranged for the participants. Air tickets will be arranged by the client.</p>
Meals	<p>Meals will be provided for the 6 days except the dinner on Day 5.</p>
Insurance	<p>Travel insurance will be provided by an established insurance company in Singapore for the 4 days from Singapore to Bintan and back to Singapore.</p>
Breakdown Fees of HCGS	<p>Accommodation fees: S\$572.00 per participant (hostel & resort; 5 nights inclusive of meals)</p> <p>Transportation fees: S\$234.00 per participant (land & ferry to Bintan)</p> <p>Travel insurance fees: S\$36.40 per participant</p> <p>Training fees: S\$375.00 per participant (basic package; 3 workshops excludes training @ yacht)</p> <p>The above charges are based on minimum 20 participants.</p>