

GREEN ENGAGE & WASTE MAN

QUA

TYPE OF TRAINING	JAN
Mandatory	Fire Training (Day Shift)
	Fire Training (Night Shift)
	Crisis Management Team
	Lifeguard (Outsource)
	HACCP Awareness Refresher(HACCP Team)
	First Aiders (Outsource)
Brand	Stay Real 1-4
	Way of Life/Core Values
	IHG Rewards Club
	China Ready - Essential
	10 Minutes Training
	Steps To Success
	Lobster Ink (As assigned to Colleagues)
	Service Recovery
	IHG Frontline/Lobster Ink Trainings
Skills Enhancement	English for Hospitality (abc)
	Customer Care 1
	Communication Skills
	Group Training Skills (Team Building)
	Brand Product Knowledge Competition Quiz
Induction Orientation	Joining Orientations (Tuesdays)
	Induction /Orientation/Green Engage
Sales & Revenue	F & B Upselling
	Front Office Upselling
	Holidex for Front Office
	Selling Solution
	IHG Webinars

QUA

TYPE OF TRAINING	APR
Mandatory	Fire Training (Night Shift)
	Fire Training (Day Shift)
	Pool Attendant/Lifeguard
	Basic Food Hygiene (Dubai Municipality)
	First Aider
	Crisis Management Team
Brand	Stay Real 1-4
	Loyalty Recognition 1
	IHG Frontline/Lobster Ink Trainings
	10 Minutes Training
	Steps To Success
Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz
	English for Hospitality (abc)
	Customer Care 1
	Communication Skills

	Group Training Skills
	Brand Product Knowledge Competition Quiz
Induction Orientation	Joining Orientations (Tuesdays)
Sales & Revenue	F & B Upselling
	Front Office Upselling
	Holidex for Front Office
	Selling Solution
	IHG Webinars

TYPE OF TRAINING	JULY
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Mandatory	Fire Training (Day Shift)
	Fire Training (Night Shift)
	Crisis Management Team
	Lifeguard (Outsource)
	HACCP Awareness Refresher(HACCP Team)
	First Aiders (Outsource)
	Waste Management

Brand	Stay Real 1-4
	Way of Life/Core Values
	IHG Rewards Club
	China Ready - Essential
	10 Minutes Training
	Steps To Success
	IHG Frontline/Lobster Ink Trainings
	Service Recovery

Skill Enhancement	English for Hospitality (abc)
	Intro to Business Writing
	(HR Administration) Three Steps of Service
	Brand Product Knowledge Competition Quiz

Induction Orientation	Joining Orientation (Tuesdays)

Sales & Revenue	Event Management
	Webinars

QUA

TYPE OF TRAINING	OCTOBER
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Mandatory	Fire Training (Day Shift)
	Basic Food Hygiene (Refresher)
	Lifeguard
	First Aider

Brand	Stay Real 1-4
	IHG Problem Handling
	IHG Rewards Club
	China Ready - Essential
	10 Minutes Training
	Steps To Success
	IHG Frontline/Lobster Ink Trainings

Skill Enhancement	English for Hospitality (abc)
	MS Word/Excel/Powerpoint

	Group Training Skills
	9 Principles of Human Relations
	Brand Product Knowledge Competition Quiz
Induction Orientation	Joining Orientation (Tuesdays)
Sales & Revenue	SS3
	SS4
	Commercial Workshop
	Webinars

MANAGEMENT TRAINING PLAN 2017

QUARTER 1

FEB	MAR
Fire Training (Day Shift)	Fire Training (Day Shift)
Fire Training (HOD Refresher)	Emergency Response Team (Batch 2)
Emergency Response Team (Batch 1)	Basic Food Hygiene (Refresher)
Basic Food Hygiene (Refresher)	Waste Management
First Aider	Crisis Management Team
Basic Food Hygiene (DM Certification)	
	Waste Management
Stay Real 1-4	Stay Real 1-4
Stay Real (HOD Refresher)	China Ready-Cross Cultural Training
10 Minutes Training	Service Recovery
Kids Menu	IHG Rewards Club
Lobster Ink	10 Minutes Training
China Ready - Premium	Lobster Ink (As assigned to Colleagues)
IHG Problem Handling	
Lobster Ink (As assigned to Colleagues)	
IHG Frontline/Lobster Ink Trainings	IHG Frontline/Lobster Ink Trainings
English for Hospitality (abc)	Three Steps of Service
Customer Care 2	Achieving Excellence
Supervisory Skills	Empowerment
Telephone Etiquette	Customer Care 1
Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz
Joining Orientations (Tuesdays)	Joining Orientations (Tuesdays)
	Induction /Orientation/Green Engage
Channel Management	Workshops (S & M)
Holidex Plus Code Rate Category	Strategic Pricing
IHG Webinars	IHG Webinars
IHG Trainings	IHG Trainings
Other Trainings to be advised by Mgt.	Other Trainings to be advised by Mgt.

QUARTER 2

MAY	JUN
Fire Training (Dubai Civil Defense)	Fire Training (Day Shift)
Fire Training (HOD Refresher)	Fire Training (Night Shift)
PIC 3	First Aider
Basic Food Hygiene (refresher)	Basic Food Hygiene (Refresher)
Lifeguard Training	Intermediate Food Hygiene
Emergency Response Team (Batch 1)	Emergency Response Team (Batch 2)
Stay Real 1-4	Stay Real 1-4
10 Minutes Training	China Ready
Loyalty Recognition 2	IHG Problem Handling
IHG Frontline/Lobster Ink Trainings	IHG Frontline/Lobster Ink Trainings
China Ready-Cross Cultural Training	10 Minutes Training
Kids Menu	Steps to Success
Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz
English for Hospitality (abc)	Three Steps of Service
Customer Care 2	Achieving Excellence
Supervisory Skills (Movie - Invictus)	Empowerment

Telephone Etiquette	9 Principles of Human Relations
Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz
Joining Orientations (Tuesdays)	Joining Orientations (Tuesdays)
Induction /Orientation (General)	
Channel Management	Workshops (S & M)
Holidex Plus Code Rate Category	Strategic Pricing
IHG Webinars	IHG Webinars
IHG Trainings	IHG Trainings
Other Trainings to be advised by Mgt.	Other Trainings to be advised by management

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AUGUST	SEPTEMBER
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Fire Training (Day Shift)	Fire Training (Day Shift)
Fire Training (HOD Refresher)	Emergency Response Team (Batch 2)
Emergency Response Team (Batch 1)	Basic Food Hygiene (Refresher)
Basic Food Hygiene (Refresher)	
First Aider	
Basic Food Hygiene (DM Certification)	
	Waste Management
Stay Real 1-4	Stay Real 1-4
Stay Real (HOD Refresher)	China Ready-Cross Cultural Training
10 Minutes Training	Service Recovery
Steps to Success	IHG Dining Rewards
IHG Frontline Trainings	10 Minutes Training
China Ready - Premium	Steps to Success
Kids Menu	IHG Frontline Trainings
IHG Frontline/Lobster Ink Trainings	IHG Frontline/Lobster Ink Trainings
English for Hospitality (abc)	Three Steps of Service
MS Word/Excel/Powerpoint	MS Word/Excel/Powerpoint
Coaching	HR 360 Degrees Feedback
Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz
Joining Orientation (Tuesdays)	Joining Orientation (Tuesdays)
Induction/Orientation/Green Engage	
Holidex Plus Fundamentals	Webinars
Webinars	

RTER 4	
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NOVEMBER	DECEMBER
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Fire Training (Night Shift)	Fire Training (Day Shift)
Basic Food Hygiene (Full Day)	Fire Training (ERT Refresher)
Basic Food Hygiene (Refresher)	Basic Food Hygiene (Refresher)
Stay Real1-4	Stay Real 1-4
Stay Real (HOD Refresher)	China Ready-Cross Cultural Training
10 Minutes Training	Service Recovery
Steps to Success	IHG Dining Rewards
IHG Frontline/Lobster Ink Trainings	10 Minutes Training
China Ready - Premium	Steps to Success
Kids Menu	IHG Frontline/Lobster Ink Trainings
English for Hospitality (abc)	Three Steps of Service
MS Word/Excel/Powerpoint	MS Word/Excel/Powerpoint

Supervisory Skills	Staff Motivation & Development
Managing Projects	Teamworking & Delegation
Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz
Joining Orientation (Tuesdays)	Joining Orientation (Tuesdays)
Induction /Orientation	
RDT Revenue Academy	RDT Virtual Training
PR Marketing Webinars	Negotiation Skills
Selling Successfully	Webinars
Webinars	