

TRAINING PLAN 2017			
QUARTER 1			
TYPE OF TRAINING	JAN	FEB	MAR
Mandatory	Fire Training (Day Shift)	Fire Training (Day Shift)	Fire Training (Day Shift)
	Fire Training (Night Shift)	Fire Training (HOD Refresher)	Emergency Response Team (Batch 2)
	Crisis Management Team	Emergency Response Team (Batch 1)	Basic Food Hygiene (Refresher)
	Lifeguard (Outsource)	Basic Food Hygiene (Refresher)	Waste Management
	HACCP Awareness Refresher(HACCP Team)	First Aider	Crisis Management Team
	First Aiders (Outsource)	Basic Food Hygiene (DM Certification)	
	Waste Management	Waste Management	Waste Management
Brand	Stay Real 1-4	Stay Real 1-4	Stay Real 1-4
	Way of Life/Core Values	Stay Real (HOD Refresher)	China Ready-Cross Cultural Training
	IHG Rewards Club	10 Minutes Training	Service Recovery
	China Ready - Essential	Kids Menu	IHG Rewards Club
	10 Minutes Training	Lobster Ink	10 Minutes Training
	Steps To Success	China Ready - Premium	Lobster Ink (As assigned to Colleagues)
	Lobster Ink (As assigned to Colleagues)	IHG Problem Handling	
Skills Enhancement	Service Recovery	Lobster Ink (As assigned to Colleagues)	
	IHG Frontline/Lobster Ink Trainings	IHG Frontline/Lobster Ink Trainings	IHG Frontline/Lobster Ink Trainings
	English for Hospitality (abc)	English for Hospitality (abc)	Three Steps of Service
	Customer Care 1	Customer Care 2	Achieving Excellence
	Communication Skills	Supervisory Skills	Empowerment
	Group Training Skills (Team Building)	Telephone Etiquette	Customer Care 1
	Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz
Induction Orientation	Joining Orientations (Tuesdays)	Joining Orientations (Tuesdays)	Joining Orientations (Tuesdays)
	Induction /Orientation (General)		Induction /Orientation (General)
Sales & Revenue	F & B Upselling	Channel Management	Workshops (S & M)
	Front Office Upselling	Holidex Plus Code Rate Category	Strategic Pricing
	Holidex for Front Office	IHG Webinars	IHG Webinars
	Selling Solution	IHG Trainings	IHG Trainings
	IHG Webinars	Other Trainings to be advised by Mgt.	Other Trainings to be advised by Mgt.
QUARTER 2			
TYPE OF TRAINING	APR	MAY	JUN
Mandatory	Fire Training (Night Shift)	Fire Training (Dubai Civil Defense)	Fire Training (Day Shift)
	Fire Training (Day Shift)	Fire Training (HOD Refresher)	Fire Training (Night Shift)
	Pool Attendant/Lifeguard	PIC 3	First Aider
	Basic Food Hygiene (Dubai Municipality)	Basic Food Hygiene (refresher)	Basic Food Hygiene (Refresher)
	First Aider	Lifeguard Training	Intermediate Food Hygiene
	Crisis Management Team	Emergency Response Team (Batch 1)	Emergency Response Team (Batch 2)
	Brand	Stay Real 1-4	Stay Real 1-4
Loyalty Recognition 1		10 Minutes Training	China Ready
IHG Frontline/Lobster Ink Trainings		Loyalty Recognition 2	IHG Problem Handling
10 Minutes Training		IHG Frontline/Lobster Ink Trainings	IHG Frontline/Lobster Ink Trainings
Steps To Success		China Ready-Cross Cultural Training	10 Minutes Training
		Kids Menu	Steps to Success
Brand Product Knowledge		Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz
Induction Orientation	English for Hospitality (abc)	English for Hospitality (abc)	Three Steps of Service
	Customer Care 1	Customer Care 2	Achieving Excellence
	Communication Skills	Supervisory Skills (Movie - Invictus)	Empowerment
	Group Training Skills	Telephone Etiquette	9 Principles of Human Relations
	Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz
	Joining Orientations (Tuesdays)	Joining Orientations (Tuesdays)	Joining Orientations (Tuesdays)
	Induction /Orientation (General)		Induction /Orientation (General)
Sales & Revenue	F & B Upselling	Channel Management	Workshops (S & M)
	Front Office Upselling	Holidex Plus Code Rate Category	Strategic Pricing
	Holidex for Front Office	IHG Webinars	IHG Webinars
	Selling Solution	IHG Trainings	IHG Trainings
	IHG Webinars	Other Trainings to be advised by Mgt.	Other Trainings to be advised by management
QUARTER 3			
TYPE OF TRAINING	JULY	AUGUST	SEPTEMBER
Mandatory	Fire Training (Day Shift)	Fire Training (Day Shift)	Fire Training (Day Shift)
	Fire Training (Night Shift)	Fire Training (HOD Refresher)	Emergency Response Team (Batch 2)
	Crisis Management Team	Emergency Response Team (Batch 1)	Basic Food Hygiene (Refresher)
	Lifeguard (Outsource)	Basic Food Hygiene (Refresher)	
	HACCP Awareness Refresher(HACCP Team)	First Aider	
	First Aiders (Outsource)	Basic Food Hygiene (DM Certification)	
	Waste Management	Waste Management	Waste Management
Brand	Stay Real 1-4	Stay Real 1-4	Stay Real 1-4
	Way of Life/Core Values	Stay Real (HOD Refresher)	China Ready-Cross Cultural Training
	IHG Rewards Club	10 Minutes Training	Service Recovery
	China Ready - Essential	Steps to Success	IHG Dining Rewards
	10 Minutes Training	IHG Frontline Trainings	10 Minutes Training
	Steps To Success	China Ready - Premium	Steps to Success
	IHG Frontline/Lobster Ink Trainings	Kids Menu	IHG Frontline Trainings
Skill Enhancement	Service Recovery	IHG Frontline/Lobster Ink Trainings	IHG Frontline/Lobster Ink Trainings
	English for Hospitality (abc)	English for Hospitality (abc)	Three Steps of Service
	Intro to Business Writing	MS Word/Excel/Powerpoint	MS Word/Excel/Powerpoint
	(HR Administration) Three Steps of Service	Coaching	HR 360 Degrees Feedback
	Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz
	Joining Orientation (Tuesdays)	Joining Orientation (Tuesdays)	Joining Orientation (Tuesdays)
	Induction /Orientation (General)		Induction /Orientation (General)
Sales & Revenue	Event Management	Holidex Plus Fundamentals	Webinars
	Webinars	Webinars	
QUARTER 4			
TYPE OF TRAINING	OCTOBER	NOVEMBER	DECEMBER
Mandatory	Fire Training (Day Shift)	Fire Training (Night Shift)	Fire Training (Day Shift)
	Basic Food Hygiene (Refresher)	Basic Food Hygiene (Full Day)	Fire Training (ERT Refresher)
	Lifeguard	Basic Food Hygiene (Refresher)	Basic Food Hygiene (Refresher)
	First Aider		
Brand	Stay Real 1-4	Stay Real 1-4	Stay Real 1-4
	IHG Problem Handling	Stay Real (HOD Refresher)	China Ready-Cross Cultural Training
	IHG Rewards Club	10 Minutes Training	Service Recovery
	China Ready - Essential	Steps to Success	IHG Dining Rewards
	10 Minutes Training	IHG Frontline/Lobster Ink Trainings	10 Minutes Training
	Steps To Success	China Ready - Premium	Steps to Success
	IHG Frontline/Lobster Ink Trainings	Kids Menu	IHG Frontline/Lobster Ink Trainings
Skill Enhancement	English for Hospitality (abc)	English for Hospitality (abc)	Three Steps of Service
	MS Word/Excel/Powerpoint	MS Word/Excel/Powerpoint	MS Word/Excel/Powerpoint
	Group Training Skills	Supervisory Skills	Staff Motivation & Development
	9 Principles of Human Relations	Managing Projects	Teamworking & Delegation
	Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz	Brand Product Knowledge Competition Quiz
	Joining Orientation (Tuesdays)	Joining Orientation (Tuesdays)	Joining Orientation (Tuesdays)
	Induction /Orientation (General)		Induction /Orientation (General)
Sales & Revenue	SS3	RDT Revenue Academy	RDT Virtual Training
	SS4	PR Marketing Webinars	Negotiation Skills
	Commercial Workshop	Selling Successfully	Webinars
	Webinars	Webinars	