

## The Emirates Academy of Hospitality Management

### Professional Training & Development

#### 2012 Calendar of Professional Development Programmes

Leadership and Management Programmes	Trainer	Duration	Fee	Jan	Feb	Mar	Apr	May	Jun
Leadership Essentials (ILM Certificate)	Elizabeth Schmidt	2 days	AED 2 800		12th - 13th				10th - 11th
Team Leader Workshop	Karyn Williams-Sykes	2 days	AED 2 000	9th - 10th			15th - 16th		
Project Management and Scheduling	Claire Pua	4 days	AED 4 000				16th - 19th		
Managing Right! A Management Workshop	Karyn Williams-Sykes	2 days	AED 2 000				1st - 2nd		
Conflict Resolution	Marina Rizzi	1 day	AED 1 200		23rd				
Manage Your Career	Marianne Saulwick / Marina Rizzi	2 days	AED 2 000		8th - 9th				
The Power of Positive Attitude & Motivation	Marina Rizzi	1 day	AED 1 200	12th					20th
Strategic Thinking	Claire Pua	2 days	AED 2 500		5th - 6th			20th - 21st	
Speaking With Impact: Advanced Presentation Skills	Graham Fox	2 days	AED 3 750		22nd - 23rd			16th - 17th	
<b>Executive Development Programme</b>	EAHM Faculty Members	5 days	AED 4 500						
Customer Service Programmes	Trainer	Duration	Fee	Jan	Feb	Mar	Apr	May	Jun
5 Star Customer Service - The Beginning	Karyn Williams-Sykes	2 days	AED 2 000					23rd - 24th	
5 Star Customer Service - The Next Level	Karyn Williams-Sykes / Marina Rizzi	3 days	AED 2 500	17th - 19th K					5th - 7th M
Telephone Skills for Customer Service	Karyn Williams-Sykes / Marina Rizzi	2 days	AED 2 000						
Administrative Courses	Trainer	Duration	Fee	Jan	Feb	Mar	Apr	May	Jun
Presentation Skills	Karyn Williams-Sykes	2 days	AED 2 000			11th - 12th			
Business Administrator's Course, Full Programme	Marina Rizzi	5 days	AED 4 500				8th - 12th		
Business English Communication	Marina Rizzi	2 days	AED 2 000				8th - 9th		
Administrative Workshop	Marina Rizzi	3 days	AED 3 000				10th - 12th		
Human Resources & Training	Trainer	Duration	Fee	Jan	Feb	Mar	Apr	May	Jun
Behavioural Interviewing Skills (ILM Certificate)	Elizabeth Schmidt	2 days	AED 2 800			4th - 5th			
Appraisal Skills	Karyn Williams-Sykes	2 days	AED 2 200			19th - 20th			
Human Resources Management, Level 1 (Theory)	Ioanna Karanikola	14 weeks	AED 3 900						
Human Resources Management, Level 2 (Skills)		5 days	AED 4 500						
Training Techniques Level 1	Karyn Williams-Sykes	2 days	AED 2 000		1st - 2nd				10th - 11th
Group Training Techniques (ILM Certificate)	Elizabeth Schmidt	3 days	AED 3 800	29th - 31st				20th - 22nd	
Coaching and Mentoring (ILM Certificate)	Elizabeth Schmidt	2 days	AED 2 800		14th - 15th				
Employee Engagement	Benaifer Hussain	1 day	AED 1 500					6th	
Sales & Marketing	Trainer	Duration	Fee	Jan	Feb	Mar	Apr	May	Jun
The New Age Marketer	Benaifer Hussain	2 days	AED 2 500	22nd - 23rd				7th - 8th	
Introduction to Sales	Benaifer Hussain	2 days	AED 2 500			5th - 6th			
F&B Programmes	Trainer	Duration	Fee	Jan	Feb	Mar	Apr	May	Jun
Kitchen & Restaurant Management in 21st Century	Helen Morris / Graham Challenger	5 days	AED 3 950			25th - 29th			
Restaurant Revenue Management	Helen Morris / Graham Challenger	3 days	AED 3 000				1st - 3rd		17th - 19th H
F&B Management Exposure	Karyn Williams-Sykes	3 days	AED 3 000					29th - 31st	
Menu Engineering Workshop	Helen Morris	1 day	AED 1 200				5th		25th
Elementary Food Hygiene Course	Helen Morris	1 day	AED 750 / 650						
Executive Tea & Coffee Service	Haresh Mohinani	2 days	AED 2 000						
F&B Service - A Waiter's Workshop	Karyn Williams-Sykes	4 days	AED 4 000						
Team Building Programmes	Facilitator	Duration	Fee	Jan	Feb	Mar	Apr	May	Jun
Team Building Day: "Ready, Steady, Cook!"	Michael Kitts	Half Day	AED 750						
Wines & Spirits Courses	Trainer	Duration	Fee	Jan	Feb	Mar	Apr	May	Jun
WSET Level 1 Award in Wines	Karyn Williams-Sykes	2 days	AED 2 000					13th - 14th	
WSET Level 2 Award in Wines and Spirits	Karyn Williams-Sykes	10 weeks	AED 2 600				7th Mar - 9th May		
WSET Level 3 Award in Wines and Spirits	Clive Rogerson	14 weeks	AED 3 600				26th Feb - 27th May		
Rooms Division Hospitality Courses	Trainer	Duration	Fee	Jan	Feb	Mar	Apr	May	Jun
Front Office Operations Management	Marina Rizzi	2 days	AED 2 000		15th - 16th				
Rooms Revenue Management		2 days	AED 2 000						
Effective Housekeeping Management	Margaret Mitchell	2 days	AED 2 800			18th - 19th			
Butler Service in a Luxury Hotel Operation	Margaret Mitchell	2 days	AED 2 800			21st - 22nd			
Finance Courses	Trainer	Duration	Fee	Jan	Feb	Mar	Apr	May	Jun
Budgeting for Better Operational Performance	Duncan Gibson / Debra Adams	2 days	AED 2 700				25th - 26th		
Understanding your P&L Statement	Duncan Gibson	2 days	AED 2 700						
Financial Awareness for Non-Financial Managers	Duncan Gibson / Debra Adams	2 days	AED 2 700	16th - 17th			22nd - 23rd		
Asset Management & Capital Budgeting	Debra Adams	1 day	AED 1 500					2nd	
Improving Commercial Thinking	Debra Adams	1 day	AED 1 500						
Finance for Revenue Managers	Debra Adams	1 day	AED 2 000				29th		
Finance for Spa Managers	Debra Adams	1 day	AED 2 000					1st	
Cost and Control for F&B Operations	Debra Adams	1 day	AED 2 000	18th			30th		

Note: Courses require a minimum of six (6) participants or may be postponed.

For registration, contact: [training@emiratesacademy.edu](mailto:training@emiratesacademy.edu) Tel.: 04 315 5555 Fax: 04 301 6411 Or visit us at: [www.emiratesacademy.edu](http://www.emiratesacademy.edu)

## The Emirates Academy of Hospitality Management

### Professional Training & Development

#### 2012 Calendar of Professional Development Programmes

Leadership and Management Programmes	Trainer	Duration	Fee	Jul	Aug	Sept	Oct	Nov	Dec
Leadership Essentials (ILM Certificate)	Elizabeth Schmidt	2 days	AED 3 000				7th - 8th		
Team Leader Workshop	Karyn Williams-Sykes	2 days	AED 2 000				15th - 16th		
Project Management and Scheduling	Claire Pua	4 days	AED 4 000	9th - 12th					
Managing Right! A Management Workshop	Karyn Williams-Sykes	2 days	AED 2 000			2nd - 3rd			
Conflict Resolution	Marina Rizzi	1 day	AED 1 200		9th			27th	
Manage Your Career	Marianne Saulwick / Marina Rizzi	2 days	AED 2 000	15th - 16thMS					
The Power of Positive Attitude & Motivation	Marina Rizzi	1 day	AED 1 200			25th			
Strategic Thinking	Claire Pua	2 days	AED 2 500						
Speaking With Impact: Advanced Presentation Skills	Graham Fox	2 days	AED 3 750		22nd - 23rd			21st - 22nd	
<b>Executive Development Programme</b>	EAHM Faculty Members	5 days	AED 4 500	8th - 12th					
Customer Service Programmes	Trainer	Duration	Fee	Jul	Aug	Sept	Oct	Nov	Dec
5 Star Customer Service - The Beginning	Karyn Williams-Sykes	2 days	AED 2 000					21st - 22nd	
5 Star Customer Service - The Next Level	Karyn Williams-Sykes / Marina Rizzi	3 days	AED 2 500					4th - 6th	
Telephone Skills for Customer Service	Karyn Williams-Sykes / Marina Rizzi	2 days	AED 2 000						
Administrative Courses	Trainer	Duration	Fee	Jul	Aug	Sept	Oct	Nov	Dec
Presentation Skills	Karyn Williams-Sykes	2 days	AED 2 000	18th - 19th					19th - 20th
Business Administrator's Course, Full Programme	Marina Rizzi	5 days	AED 4 500			2nd - 6th			
Business English Writing	Marina Rizzi	2 days	AED 2 000			2nd - 3rd			
Administrative Workshop	Marina Rizzi	3 days	AED 3 000			4th - 6th			
Human Resources & Training	Trainer	Duration	Fee	Jul	Aug	Sept	Oct	Nov	Dec
Behavioural Interviewing Skills (ILM Certificate)	Elizabeth Schmidt	2 days	AED 2 500	2nd - 3rd					9th - 10th
Appraisal Skills	Karyn Williams-Sykes	2 days	AED 2 200			19th - 20th			
Human Resources Management, Level 1 (Theory)	Ioanna Karanikola	14 weeks	AED 3 900				16th Sept - 16th Dec		
Human Resources Management, Level 2 (Skills)		5 days	AED 4 500						
Training Techniques Level 1	Karyn Williams-Sykes / Marina Rizzi	2 days	AED 2 000					26th - 27th M	
Group Training Techniques (ILM Certificate)	Elizabeth Schmidt	3 days	AED 3 800						4th - 6th
Coaching and Mentoring (ILM Certificate)	Elizabeth Schmidt	2 days	AED 2 500		27th - 28th				
Employee Engagement	Benaifer Hussain	1 day	AED 1 500			10th			
Sales & Marketing	Trainer	Duration	Fee	Jul	Aug	Sept	Oct	Nov	Dec
The New Age Marketer	Benaifer Hussain	2 days	AED 2 500		12th - 13th				
Introduction to Sales	Benaifer Hussain	2 days	AED 2 500			11th - 12th			16th - 17th
F&B Programmes	Trainer	Duration	Fee	Jul	Aug	Sept	Oct	Nov	Dec
Kitchen & Restaurant Management in 21st Century	Helen Morris / Graham Challender	5 days	AED 3 950	8th - 12th H				4th - 8th	
Restaurant Revenue Management	Helen Morris / Graham Challender	3 days	AED 3 000					11th - 13th	
F&B Management Exposure	Karyn Williams-Sykes	3 days	AED 3 000						
Menu Engineering Workshop	Helen Morris	1 day	AED 1 200			3rd			
Elementary Food Hygiene Course	Helen Morris	1 day	AED 750 / 650						
Executive Tea & Coffee Service	Hareesh Mohinani	2 days	AED 2 000						
F&B Service - A Waiter's Workshop	Karyn Williams-Sykes	4 days	AED 4 000						
Team Building Programmes	Facilitator	Duration	Fee	Jul	Aug	Sept	Oct	Nov	Dec
Team Building Day: "Ready, Steady, Cook!"	Michael Kitts	Half Day	AED 750						
Wines & Spirits Courses	Trainer	Duration	Fee	Jul	Aug	Sept	Oct	Nov	Dec
WSET Level 1 Award in Wines	Karyn Williams-Sykes	2 days	AED 2 000						12th - 13th
WSET Level 2 Award in Wines and Spirits	Karyn Williams-Sykes	10 weeks	AED 2 600					3rd Oct - 5th Dec	
WSET Level 3 Award in Wines and Spirits	Clive Rogerson	14 weeks	AED 3 600						
Rooms Division Hospitality Courses	Trainer	Duration	Fee	Jul	Aug	Sept	Oct	Nov	Dec
Front Office Operations Management	Marina Rizzi	2 days	AED 2 000						
Rooms Revenue Management		2 days	AED 2 000						
Effective Housekeeping Management	Margaret Mitchell	2 days	AED 2 800						
Butler Service in a Luxury Hotel Operation	Margaret Mitchell	2 days	AED 2 800						
Finance Courses	Trainer	Duration	Fee	Jul	Aug	Sept	Oct	Nov	Dec
Budgeting for Better Operational Performance	Duncan Gibson / Debra Adams	2 days	AED 2 700				30th Sep - 1st Oct		
Understanding your P&L Statement	Duncan Gibson	2 days	AED 2 700						
Financial Awareness for Non-Financial Managers	Duncan Gibson / Debra Adams	2 days	AED 2 700				3rd - 4th		
Asset Management & Capital Budgeting	Debra Adams	1 day	AED 1 500						
Improving Commercial Thinking	Debra Adams	1 day	AED 1 500				10th		
Finance for Revenue Managers	Debra Adams	1 day	AED 2 000				7th		
Finance for Spa Managers	Debra Adams	1 day	AED 2 000				8th		
Cost and Control for F&B Operations	Debra Adams	1 day	AED 2 000				9th		

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