

| A | EXECUTIVE DIPLOMA IN HOSPITALITY MANAGEMENT<br>(IN COLLABORATION WITH UTM) | DAYS | JAN | FEB  | MAR   | APR   | MAY   | JUN   | JUL   | AUG     | SEP   | OCT   | NOV | DEC |
|---|--|------|-----|------|-------|-------|-------|-------|-------|---------|-------|-------|-----|-----|
| 1 | Certificate In Hospitality Supervision                                     | 2    |     | 9-10 |       |       |       |       |       |         |       |       |     |     |
| 2 | Certificate in Housekeeping Operations & Management                        | 2    |     |      | 30-31 |       |       |       |       |         |       |       |     |     |
| 3 | Certificate in Human Resources Management                                  | 2    |     |      |       | 14-15 |       |       |       |         |       |       |     |     |
| 4 | Certificate in Event Management  | 2    |     |      |       |       | 19-20 |       |       |         |       |       |     |     |
| 5 | Certificate in Hotel Financial Management                                  | 2    |     |      |       |       |       | 29-30 |       |         |       |       |     |     |
| 6 | Certificate in Front Office Operations                                     | 2    |     |      |       |       |       |       | 28-29 |         |       |       |     |     |
| 7 | Certificate in Tourism Management & Hospitality Services                   | 2    |     |      |       |       |       |       |       | 12 - 13 |       |       |     |     |
| 8 | Certificate in Hospitality Sales and Marketing                             | 2    |     |      |       |       |       |       |       |         | 23-24 |       |     |     |
| 9 | Certificate in Food and Beverage Management                                | 2    |     |      |       |       |       |       |       |         |       | 20-21 |     |     |

| B  | Management & Leadership   | DAYS | JAN   | FEB   | MAR | APR | MAY   | JUN   | JUL   | AUG   | SEP   | OCT | NOV   | DEC   |
|----|---|------|-------|-------|-----|-----|-------|-------|-------|-------|-------|-----|-------|-------|
| 1  | Emotional Intelligence in Leadership                                | 2    |       |       |     |     | 21-22 |       |       |       |       | 5-6 |       |       |
| 2  | Essential Leadership Core Competencies                              | 2    |       |       |     | 6-7 |       |       |       |       |       |     |       |       |
| 3  | Leadership Skills for Executive                                     | 2    |       |       |     |     |       |       |       |       |       |     | 26-27 |       |
| 4  | Strategic Planning & Management for Department Head                 | 2    |       | 25-26 |     |     |       |       |       |       | 1-2   |     |       |       |
| 5  | Supervisory Management Development                                  | 2    |       |       |     |     |       | 18-19 |       |       |       |     |       | 14-15 |
| 6  | Upskilling Managers on Leadership Development & Employee Engagement | 2    |       |       |     |     |       |       | 23-24 |       |       |     |       |       |
| 7  | Managing Gap Generation (NEW)                                       | 2    |       |       | 5-6 |     |       |       |       | 6-7   |       |     |       |       |
| 8  | Service Success Program (NEW)                                       | 2    | 21-22 |       |     |     |       |       |       | 10-11 |       |     | 2-3   |       |
| 9  | AI in Action- Practical Applications for hotel (NEW)                | 2    |       | 24-25 |     |     | 4-5   |       |       |       |       |     |       |       |
| 10 | AI-Driven Leadership Edge in Hospitality (NEW)                      | 2    |       |       |     |     |       |       |       |       | 10-11 |     |       |       |
| 11 | Effective Time Management (NEW)                                     | 1    | 21    |       |     | 15  |       |       |       |       |       |     |       |       |
| 12 | Paradigm Leader_Team Synergy (NEW)                                  | 2    |       |       |     |     |       | 29-30 |       |       |       |     |       | 1-2   |

| C | Rooms Division                                   | DAYS | JAN | FEB | MAR   | APR | MAY | JUN | JUL | AUG   | SEP | OCT | NOV | DEC   |
|---|--|------|-----|-----|-------|-----|-----|-----|-----|-------|-----|-----|-----|-------|
| 1 | Understanding Housekeeping Operations            | 2    | 7-8 |     |       |     |     |     |     |       |     |     |     |       |
| 2 | Laundry and Linen Room Operations and Management | 2    |     | 2-3 |       |     |     |     |     | 13-14 |     |     |     |       |
| 3 | Professional Room Attendant                      | 2    |     |     | 30-31 |     |     |     |     |       | 7-8 |     |     | 15-16 |
| 4 | Housekeeping Leadership Supervisory Skills       | 2    |     |     |       | 1-2 |     |     |     |       |     |     | 5-6 |       |

| D | Food and Beverage   | DAYS | JAN   | FEB  | MAR | APR   | MAY   | JUN   | JUL   | AUG   | SEP | OCT   | NOV   | DEC |
|---|---|------|-------|------|-----|-------|-------|-------|-------|-------|-----|-------|-------|-----|
| 1 | Elevated Fine-Dining Service Technique                        | 2    |       |      |     |       |       |       | 6-7   |       |     |       |       |     |
| 2 | Elite Butler Service - Precision, Poise & Professionalism     | 2    |       |      |     |       |       |       |       |       |     | 28-29 |       |     |
| 3 | Food & Beverage Recipe Costing And Selling Price (SP) Setting | 2    | 12-13 |      |     |       |       |       |       | 10-11 |     |       |       |     |
| 4 | Food & Beverage Service Excellence                            | 2    |       |      | 5-6 |       | 19-20 |       |       |       |     |       |       |     |
| 5 | Food Handling and Hygiene Practices In Hospitality            | 2    |       |      |     |       |       | 11-12 |       |       | 1-2 |       |       |     |
| 6 | Millennial Concept of Food & Beverage Management              | 2    |       | 9-10 |     |       |       |       | 26-27 |       |     |       |       |     |
| 7 | The Amazing Protocol & Delight Service                        | 2    |       |      |     |       | 11-12 |       |       |       |     |       |       | 2-3 |
| 8 | VIP & Protocol Service Skill                                  | 2    |       |      |     |       |       |       |       |       |     |       | 2-3   |     |
| 9 | Fundamental Mixologi & Bartender (NEW)                        | 2    |       |      |     | 13-14 |       |       |       |       |     |       | 10-11 |     |

| E | Human Resources   | DAYS | JAN   | FEB  | MAR | APR   | MAY | JUN   | JUL | AUG | SEP   | OCT   | NOV   | DEC |
|---|---|------|-------|------|-----|-------|-----|-------|-----|-----|-------|-------|-------|-----|
| 1 | Managing Misconduct, Discipline and Domestic Inquiry    | 2    | 19-20 |      |     |       |     |       |     |     | 21-22 |       |       |     |
| 2 | Personal Mastery for Effective Leadership & Execution   | 2    |       |      |     | 15-16 |     |       |     |     |       | 26-27 |       |     |
| 3 | Train Hospitality Trainer                               | 2    |       | 9-10 |     |       |     |       | 8-9 |     |       |       |       |     |
| 4 | Executive Certificate for Training Manager <b>(NEW)</b> | 2    |       |      |     |       |     | 11-12 |     |     |       |       | 12-13 |     |

[illegible]

| G | Communication  | DAYS | JAN | FEB   | MAR   | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |
|---|--|------|-----|-------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 1 | Effective Communication for Hoteliers                          | 2    |     | 25-26 |       |     |     |     |     |     |     |     | 5-6 |     |
| 2 | English for Hospitality Communication                          | 2    |     |       |       |     | 4-5 |     |     |     |     | 1-2 |     |     |
| 3 | Unlocking The Dialogue The Art Of Interactive Communication    | 2    |     |       |       |     |     |     | 1-2 |     |     |     |     |     |
| 4 | Image Empowerment Workshop Crafting Your Professional Identity | 2    |     |       | 16-17 |     |     |     |     |     |     |     |     |     |

| H | Finance & Audit                   | DAYS | JAN | FEB   | MAR | APR   | MAY | JUN  | JUL   | AUG   | SEP   | OCT   | NOV | DEC |
|---|-----------------------------------|------|-----|-------|-----|-------|-----|------|-------|-------|-------|-------|-----|-----|
| 1 | Finance for Non-Finance Executive | 2    |     |       |     | 14-15 |     |      |       |       | 24-25 |       |     |     |
| 2 | Finance for Non-Finance Managers  | 2    |     |       |     |       |     | 9-10 |       |       |       | 22-23 |     |     |
| 3 | Income Audit                      | 2    |     | 25-26 |     |       |     |      |       |       |       | 8-9   |     |     |
| 4 | Understanding P&L For Non-Finance | 2    | 7-8 |       |     |       |     |      | 13-14 |       |       |       |     |     |
| 5 | SMART Budgetting                  | 2    |     |       | 2-3 |       |     |      |       | 10-11 |       |       |     | 2-3 |

| I | Front Office & Customer Service                    | DAYS | JAN | FEB | MAR   | APR   | MAY   | JUN | JUL   | AUG | SEP   | OCT | NOV   | DEC |
|---|--|------|-----|-----|-------|-------|-------|-----|-------|-----|-------|-----|-------|-----|
| 1 | Changing Mind Set for Service Excellence           | 2    |     |     |       |       |       |     |       |     |       | 8-9 |       |     |
| 2 | Customer Service Excellence for Front of the House | 2    |     |     | 12-13 |       |       |     | 9-10  |     |       |     |       |     |
| 3 | Executive Certificate for Duty Manager             | 2    |     |     |       | 23-24 |       |     |       | 3-4 |       |     |       | 7-8 |
| 4 | Hotel Service Excellence                           | 2    | 5-6 |     |       |       | 11-12 |     |       |     | 17-18 |     |       |     |
| 5 | The Excellent Hospitality Services                 | 2    | 7-8 |     |       |       |       |     | 13-14 |     |       |     |       |     |
| 6 | Professional Grooming And Office Etiquette         | 2    |     |     | 12-13 |       |       |     |       |     |       |     |       |     |
| 7 | To be a Great Host                                 | 2    |     |     |       | 6-7   |       |     |       |     | 7-8   |     |       | 7-8 |
| 8 | Turning Complaints to Compliments                  | 2    |     |     |       |       |       |     | 1-2   |     |       |     | 23-24 |     |

| J | Safety and Security  | DAYS | JAN   | FEB  | MAR   | APR | MAY   | JUN | JUL   | AUG   | SEP   | OCT   | NOV   | DEC   |
|---|--|------|-------|------|-------|-----|-------|-----|-------|-------|-------|-------|-------|-------|
| 1 | Engineering & Preventive Maintenance                                 | 2    | 21-22 |      |       |     |       |     |       | 17-18 |       |       |       | 1-2   |
| 2 | Occupational Safety & Health Management for Hospitality (OSHA)       | 2    |       | 2-3  |       |     | 7-8   |     |       |       |       |       |       |       |
| 3 | Hospitality Security Management                                      | 2    |       |      | 30-31 |     |       |     |       |       | 14-15 |       |       |       |
| 4 | Cybersecurity for Hotel Operation (NEW)                              | 2    | 27-28 |      |       |     |       | 8-9 |       |       |       |       |       |       |
| 5 | PDPA Compliance for Hotels (NEW)                                     | 2    |       |      |       |     | 19-20 |     |       |       |       | 12-13 |       |       |
| 6 | Effective Customer Service for Security Officers (NEW)               | 2    |       |      |       |     |       | 3-4 |       |       |       |       | 10-11 |       |
| 7 | Security Risk Management Fundamental (NEW)                           | 2    |       | 9-10 |       |     |       |     | 16-17 |       |       |       |       |       |
| 8 | Command & Control - Effective Supervision & Supervisory Skills (NEW) | 2    |       |      |       | 1-2 |       |     |       |       |       |       |       | 21-22 |

| K | Facility Management & Sustainable     | DAYS | JAN | FEB   | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |
|---|---------------------------------------|------|-----|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 1 | Sustainable Hotel Facility Management | 2    |     | 24-25 |     |     |     |     | 1-2 |     |     | 5-6 |     |     |

| L | Online Program                        | DAYS | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |
|---|---------------------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 1 | Understanding P&L For Non-Finance     | 1    |     | 12  |     |     |     |     |     |     | 17  |     |     |     |
| 2 | Cybersecurity For Hotel Operation     | 1    |     |     | 5   |     |     |     | 30  |     |     |     |     |     |
| 3 | Revenue Management in a Digital World | 1    |     |     | 12  |     |     |     |     |     |     |     |     | 17  |
| 4 | AI Driven Leadership                  | 1    |     |     |     | 16  |     |     |     |     |     |     | 19  |     |
| 5 | Managing Gap Generation               | 1    |     |     |     |     |     |     |     | 13  |     |     |     |     |
| 6 | Digital Marketing for Hotel Industry  | 1    |     |     |     |     |     |     |     |     |     | 15  |     |     |
| 7 | AI for Hoteliers (NEW)                | 2    |     |     |     |     |     | 18  |     |     |     |     |     |     |

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| IN-HOUSE EXCLUSIVE PROGRAM |  | DAYS |
|----------------------------|--|------|
| 1                          | VM2026 Malaysian Hospitality @ MAH                         | 2    |
| 2                          | UNDP - MAH Sustainability Hospitality                      | 2    |
| 3                          | Power Of WE - Teambuilding                                 | 1    |
| 4                          | KPI Setting In Relation To Job Specification               | 3    |
| 5                          | E-Invoice Concept and Action Plan for Hoteliers            | 1    |
| 6                          | SMART Hospitality With AI & Data Readiness Series Programs | 2    |

| Professional Certificate |   | DAYS |
|--------------------------|---|------|
| 1                        | Certified Hotel Administrator (CHA)       | 5    |
| 2                        | Certified Hotel Revenue Management (CHRM) | 3    |
| 3                        | Certified Hospitality Trainer (CHT)       | 3    |

## Let's Get in Touch.

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