

| A | EXECUTIVE DIPLOMA IN HOSPITALITY MANAGEMENT (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 Food and Beverage 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 Hotel Financial 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 (NEW) | 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 | PDPA Compliance for Hotels (NEW) | 1 | | 24 | | | | | 9 | | | | | |
| 6 | Managing Gap Generation | 1 | | | | | | | | 13 | | | | |
| 7 | Digital Marketing for Hotel Industry | 1 | | | | | | | | | | 15 | | |
| 8 | AI for Hoteliers (NEW) | 2 | | 26 | | | | 18 | | | | | | |

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All programmes can be conducted in-house and customised to your organisation's need.

All courses are HRDC claimable.

Venue: MAH Training Centre @ Wisma MAH (unless stated otherwise)

| IN-HOUSE EXCLUSIVE PROGRAM | | DAYS |
|----------------------------|--|------|
| 1 | VM2026 Malaysian Hospitality @ MAH | 1 |
| 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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