

A	EXECUTIVE DIPLOMA IN HOSPITALITY MANAGEMENT (IN COLLABORATION WITH UITM)	DAY	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

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	

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						

Date stated are subject to confirmation or as published via future email notices. All brochures are available at the MAH L&D Website at <https://mahtraining.com.my/>

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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