

A	EXECUTIVE DIPLOMA IN HOSPITALITY MANAGEMENT (IN COLLABORATION WITH UITM)	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 Food and Beverage Management	2					19-20							
5	Certificate in Event Management	2						29-30						
6	Certificate in Front Office Operations	2							15 -16					
7	Certificate in Tourism Management & Hospitality Services	2								3 - 4				
8	Certificate in Hospitality Sales and Marketing	2									23-24			
9	Certificate in Hotel Financial Management	2										21 - 22		

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 Complencies	2				6-7								
3	Strategic Planning & Management for Department Head	2		25-26							1-2			
4	Supervisory Management Development	2						18-19						14-15
5	Leadership Branding In The Hospitality Industry @ Ai Era (NEW)	1							27					
6	Managing Gap Generation (NEW)	2			5-6					6-7				
7	Service Success Program (NEW)	2	21-22							10-11			2-3	
8	AI in Action- Practical Applications for hotel (NEW)	2		24-25			4-5							
9	AI-Driven Leadership Edge in Hospitality (NEW)	2									10-11			
10	Effective Time Management (NEW)	1	21			22			29					
11	AI & Digital Productivity For Hotel Professionals (NEW)	2						8 - 9						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			7-8	29 - 30				12 - 13		
3	Professional Room Attendant	2			30-31				8 - 9					8 - 9
4	Housekeeping Leadership Supervisory Skills	2				1-2				5 - 6			18 - 19	

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					21-22					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									
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				21-22							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	2						11-12					12-13	

F	Sales and Marketing	DAYS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1	Developing High Performing Team	2					13-14							9-10
2	Digital Marketing Strategy for Hotel Industry	2	20-21			9-10				6-7				
3	OTA Control & Maximizing Sales Results	2			9-10			3-4						9-10
4	Re-aligning Sales Strategy	2			2-3				27-28					
5	Revenue Budgeting	2								10 - 11				
6	Hospitality Revenue Management	2						22 -23						

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	20-21				24-25			
2	Finance for Non-Finance Managers	2						9-10				22-23		
3	Income Audit	2		25-26					27- 28			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								2 - 3	
3	Executive Certificate for Duty Manager	2				23-24	19-20			3-4				7-8
4	Hotel Service Excellence	2	5-6				11-12		29 - 30		17-18			
5	The Excellent Hospitality Services	2	7-8							17 - 18				
6	Groom Your Brand & Front Liners (NEW)	1							15 - 16					
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		18-19				14-15			
4	Cybersecurity for Hotel Operation (NEW)	2	27-28					8-9		4 - 5				
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		25					19	
5	PDPA Compliance for Hotels (NEW)	1		24		30			9					
6	Managing Gap Generation	1								13				
7	Digital Marketing for Hotel Industry	1					18		16			15		
8	AI & Digital Productivity For Hotel Professionals (NEW)	2		26		23	21	18						

IN-HOUSE EXCLUSIVE PROGRAM		DAYS
1	VM2026 Malaysian Hospitality @ MAH	1
2	Power Of WE - Teambuilding	1
3	Leadership Branding In The Hospitality Industry @ Ai Era	1
4	ESG For Hotels Intermediate Training	2
5	SMART Hospitality With AI & Data Readiness Series Programs	2

Professional Certificate		DAYS
Professional Hotel Certificate by Taylor's University		
1	Professional Certified Hotel Officer	2.5
2	Professional Certified Hotel Executive	2.5
3	Professional Certified Hotel Manager	2
4	Professional Certified Hotelier	2
AHLEI Certification by Aariana Hospitality Academy		
1	Certified Hotel Administrator (CHA)	5
2	Certified Hotel Revenue Management (CHRM)	3
3	Certified Hospitality Trainer (CHT)	3

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