

# DEVELOPMENT PROGRAMMES

## Induction / Traditions

### QUALITY PROGRAMMES

JUCED! Customer Care Programme

Protea Hotels Reservations Training

Implementing GUEST Service Standards

Train the GUEST Service Trainer

Leadership Development Module 1

Leadership Development Module 2

FO, F&B and HSK Skills Training

Barista / Coffee Training Programme

### FINANCIAL PROGRAMMES

Financial Managers Course

Risk Management

First Aid

Health & Safety

Fire Fighting

### MARKETING PROGRAMMES

Protea Hotels Reservations Training

Prokard Training

Marketing 101

Revenue Management 101

### HUMAN RESOURCES PROGRAMMES

Developing New Mentors and Coaches

Managing Poor Performance

Initiating Disciplinary Enquiries

Chairing Disciplinary Enquiries

Interviewing & Selecting for Excellence

Diversity Training

Insights Development Programme

Time Management

GUEST Interaction Training

### BUSINESS PLAN OVERALL

Business Plan 2012

### COMPUTER PROGRAMMES

PC Literacy Course

Microsoft WORD

Microsoft EXCEL

Microsoft POWERPOINT

Microsoft OUTLOOK

### E-LEARNING ACADEMY

JUCED! Online

OPERA SOP E-Guides

Microsoft Office Suite 2007

Microsoft Office Suite 2010