

TRAINING & DEVELOPMENT TITLE	<b>BASIC HOSPITALITY ENGLISH SKILL COURSE</b>
<b>PROGRAMME OVERVIEW</b>	
<p><b>Why English?</b></p>	
<p><i>Without doubt, the universal language of the hospitality industry is English. It does not matter whether you are a housekeeper in London, the maitre d’hôtel of a restaurant in Singapore, a croupier in a Dubai casino or the concierge of a hotel in Sydney, it is almost guaranteed that you will be expected to have not only a passive understanding of the English language, but confidence in actively using it.</i></p>	
<p><i>It comes as little surprise to most people to know that English is one of the most widely and commonly spoken languages. Even when English is not a person’s first language, many choose to <a href="#">learn English</a> as an additional language in order to increase their skill base and marketability as a professional. In light of this, many courses and learning programs have been specially designed for people who want to learn English for vocational purposes, broaden their skill set and professional attributes.</i></p>	
<p><i>It is wise to choose a simplified training program that offers a specific methodology of teaching that not only provide excellent hospitality training, but also the opportunity participant to learn or extend their English language skills.</i></p>	
<p><b>What difference can proficiency with English make?</b></p>	
<p><i>The short answer is that confident and competent use of the English language can make a world of difference. In all sorts of hospitality roles, it is fundamentally important that staff is able to communicate effectively and accurately with colleagues, guests and patrons. In particular, hospitality staff needs to know how to communicate with others in a wide variety of situations, for example: with an unsatisfied diner, a stressed business man checking into a hotel or tourists who are lost or confused.</i></p>	
<p><i>It is also important that hospitality staff is sufficiently confident with their use of the English language that they can quickly and effectively put others at ease and provide the information that they need. In hospitality, assisting guests and patrons to feel relaxed and comfortable is always a critical part of the role.</i></p>	
<p><b>Help to get a job or progress your career?</b></p>	
<p><i>No matter whether you are looking to secure a job or are ambitious to progress or be promoted within the hospitality industry, studying English can give you a definite professional advantage. Courses and training programs exist for people at all levels and with different needs, but it is for certain that a course exists that is pitched to your current level of proficiency and your aspiration goals.</i></p>	
<p><i>Importantly, many such training opportunities allow you to develop skills and practice the English language in a variety of relevant contexts. Without the opportunity to apply the content of any course in real life, active situations, the effectiveness of any training is limited and your knowledge and understanding of the English language will most likely remain passive.</i></p>	
<b>CERTIFICATION</b>	This “Training and Development CERTIFICATE of Completion” is awarded by Melind Higher Education Sdn Bhd in collaboration with Kolej MASA Hospitality Faculty.
<b>TARGET GROUP</b>	All Rank & File Employees in the Hospitality and Customer Service Departments.
<b>DURATION</b>	5 Days [0930hrs TO 1730hrs]
<b>COURSE FEE</b>	Malaysian Ringgit Ten Thousand Only for up to Twenty pax.
<b>VENUE</b>	Client (In-House)
<b>METHODOLOGY</b>	<ul style="list-style-type: none"> <li>▪ Lectures</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Group Discussions</li> <li>▪ Role Plays</li> </ul>
<b>CLO (CLASSROOM LEARNING OUTCOME)</b>	Understand, speak and communicate in English. You will be able to understand and speak the language as a tool of communication. Able to pronounce, create and hold a conversation. Based on service industry, this would increase your level of confidence and attitude at employment.
<b>COURSE OUTLINE</b>	<ul style="list-style-type: none"> <li>▪ ENGLISH FOUNDATION IN SERVICE INDUSTRY</li> <li>▪ EFFECTIVE COMMUNICATION</li> <li>▪ PRONUNCIATION SKILLS</li> <li>▪ EFFECTIVE SPEAKING SKILLS</li> <li>● BASIC WRITING SKILLS</li> </ul>
<b>ENROLLMENT REQUIREMENT</b>	<ul style="list-style-type: none"> <li>▪ They must be Malaysian Citizen (<u>100% HRDF claimable</u>).</li> <li>▪ Foreigners with Work Pass from MOHR (HRDF <u>not</u> applicable).</li> <li>▪ They must be <u>approved</u> by the designated officer/s for this program.</li> <li>▪ They must be of <u>18 years</u> of age or above.</li> <li>▪ They must have a minimum <u>PMR</u> qualification (not applicable for foreign workers with Work Pass from MOHR).</li> </ul>
<b>PAYMENTS &amp; CLAIMS</b>	<p>THE PAYMENT IS TO BE PAID BY CROSSED CHEQUE MADE OUT TO “<b>MELIND HIGHER EDUCATION SDN BHD</b>”.</p> <p><b>HRDF 100% Claimable</b> status under our license: SBL-KHAS Category A. The Employer can claim direct from HRDF using the SBL SCHEME.</p> <p>Each employee <b>MUST</b> produce an official form (from MHE) for the employer for each class attendance to obtain the official invoice for the employer to make the claim from HRDF as we are a Category A HRDF License owner which allows 100% claimable option to the Employer.</p>