SASAN'S HOSPITALITY Inc.

Hotel Team Excellence
BOOTCAMP

The Star Speaker, Dr. M. Bassuny

- Dr. Bassuny; has over 38 years of diversified international experience in the hospitality industry that goes beyond He's Managed many international brands including Sheraton, Accor, Canadian Pacific, Holiday Inn and Ramada.

- Media have recorded his achievements in China, Indonesia, Vietnam, Tanzania, Egypt, The Kingdom of Saudi Arabia, and of course Canada

- Considered an industry icon, he is regularly engaged in presentations lectures, panels, and interviews. He has written well over 50 industry-related articles and in 1994 he was elected as the "Executive of the Year" 1994 City of Ottawa appointment. In 1995 he became a member of the Mayor's Economic Advisory Committee.

- Dr. B excels particularly in development and implementation of marketing plans and cost controls in all areas of hotel operations, planning and implementation of property upgrades and the development of a full range of lodging facilities.

- He has degrees in hotel and restaurant management, business & marketing, Agriculture, journalism, and Sociology.

Who should attend?

- Hotel Owners
- Hotel General Manage
- Department Heads, Supervisors, and all hotel personal
- Trainers and professional speakers

What you will learn when completing this program

- Power of Positive Discipline
- Hiring for Success
- Successful Termination
- Leadership at Every Level
- Performance Coaching
- Well-Managed Meeting
- Managing People - Key Skills for Great Managers
- Motivating Your Employees: Rewards and Recognition
- Time Management
- Social Media at Work
- Workplace Ethics
- Customer Service: The Telephone Connection
- Customer Service Counts
- Listening Under Pressure
- Dealing with Irate Customer
- Avoid Slips, Trips & Falls

- Place:
- Date:
- Time:
- Fees:
- Including: Free Lunch & 2 Coffee Breaks/day
- Discount for groups 10 or more

<u>Registration</u>

Name:
Organization:
Address:
Tel:
Email address:

Signature of Participant or Supervisor