

Calendar of Professional Development Programmes for 2010

General Courses for Your Career	Trainer	Duration	Fee	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
You as a Leader	Shaun Harper	3 days	3 000 Aed	11th-13th									3rd-5th		
Supervisory Skills	Karyn Williams-Sykes	2 days	2 000 Aed	10th-11th			14th-15th							10th-11th	
Project Management	TBC	1 day	1 200 Aed												
Conflict Resolution	Shaun Harper	1 day	1 200 Aed				1st								
Manage Your Career	Shaun Harper	2 days	2 000 Aed						7th-8th						
The Power of Positive Attitude & Motivation	Shaun Harper	1 day	1 200 Aed		4th			3rd				30th			
5 Star Customer Service	Karyn Williams-Sykes	3 days	2 500 Aed	19th-21st				2nd-4th					3rd-5th		
Administrative Courses	Trainer	Duration	Fee	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
Presentation Skills, Level 1	Karyn Williams-Sykes	2 days	2 000 Aed			14th-15th				4th-5th			20th-21st		
Presentation Skills, Level 2	Shaun Harper	2 days	2 000 Aed												
Business Administrator's Course, Full Programme	Karyn Williams-Sykes	5 days	4 500 Aed		28th Feb.-4th March			16th-20th				12th-16th			
Business English Writing	Karyn Williams-Sykes	2 days	2 000 Aed		28th Feb.-1st March			16th-17th				12th-13th			
Administrative Workshop	Karyn Williams-Sykes	3 days	3 000 Aed		2nd - 4th March			18th-20th				14th-16th			
Computer Programmes	Trainer	Duration	Fee	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
IT Courses	Sanjay Nadkarni	TBC	TBC												
Human Resources & Training	Trainer	Duration	Fee	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
Recruitment Skills	Shaun Harper	1 day	1 200 Aed						14th						
Appraisal Skills	Shaun Harper	2 days	2 200 Aed	20th-21st							9th-10th				
Human Resources Management, Level 1	Helen Verhoeven	14 weeks	3 900 Aed			28th Feb.-30th May									
Human Resources Management, Level 2	Shaun Harper	5 days	4 500 Aed										19th Sept. - 23rd Sept.		
Training Techniques, Level 1	Karyn Williams-Sykes	2 days	2 000 Aed		1st-2nd				1st-2nd					1st-2nd	
Training Techniques, Level 2	Shaun Harper	2 days	2 000 Aed		16th-18th							12th-14th		12th-14th	
Training Techniques, Level 3 (ILM Certificate)	Helen Miller	3 days	3 800 Aed	10th-12th				11th-13th			15th-17th				
Sales & Marketing	Trainer	Duration	Fee	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
Introduction to Sales	Shaun Harper	2 days	2 000 Aed				7th-8th				4th-5th				
Intermediate Sales	Shaun Harper	1 day	1 200 Aed				12th					19th			
Introduction to Marketing	John Sutton	1 day	1 200 Aed							6th					
F&B Programmes	Trainer	Duration	Fee	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
Kitchen & Restaurant Management	Helen Morris	5 days	3 950 Aed	10th-14th											
Restaurant Revenue Management	Helen Morris	3 days	3 000 Aed							11th-13th					
F&B Management Exposure	Helen Morris	3 days	3 000 Aed							4th-6th					
Menu Engineering Workshop	Helen Morris	1 day	1 200 Aed							8th					
Cookery Course for Keen Amateurs	Michael Kitts	1 day	750 Aed												
Restaurant Managers Workshop	Shaun Harper	3 days	2 900 Aed			9th-11th			1st-3rd						
Elementary Food Hygiene Course	Shaun Harper	1 day	750/650 Aed					1st							
Team Building Day. Ready Steady Cook !	Michael Kitts	Half Day	750 Aed												
F&B Service, A Waiter's Workshop	Karyn Williams-Sykes	4 days	4 000 Aed				25th-28th			11th-14th	1st-5th				12th-16th
Wines & Spirits Courses	Trainer	Duration	Fee	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
WSET Level 2 Intermediate	John Sutton	10 weeks	2 550 Aed												October - December
WSET Level 3 Advanced	John Sutton	14 weeks	3 600 Aed		6th January - 7th April										
Mixology Course	TBC	1 day	TBC												
Rooms Division Hospitality Courses	Trainer	Duration	Fee	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
Front Office Operations Management	Ioanna Karanikola	2 days	2 000 Aed												
Rooms Revenue Management	Rima Kai	2 days	2 000 Aed		24th-25th										
Effective Housekeeping Management	Margaret Mitchell	2 days	2 800 Aed							18th-19th					
Butler Service in a Luxury Hotel Operation	Margaret Mitchell	2 days	2 800 Aed							21st-22nd					
Finance Courses	Trainer	Duration	Fee	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
Budgeting for Better Operational Performance	Duncan Gibson	2 days	2 700 Aed		1st-2nd				21st-22nd						
Understanding your P&L Statement	Duncan Gibson	2 days	2 700 Aed		8th-9th					5th-6th					
Financial Awareness for Non-Financial Managers	Duncan Gibson	2 days	2 700 Aed		15th-16th					19th-20th					
Improving Business Performance	Debra Adams	2 days	2 700 Aed		21st-22nd					19th-20th					
Asset Management & Decision Making	Debra Adams	1 day	1 500 Aed							22nd					
Improving Commercial Thinking	Debra Adams	1 day	1 500 Aed		25th					23rd					
Courses for Senior Managers	Trainer	Duration	Fee	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
NLP Practitioner Course	Evina Hameeteman	7 days	8 500 Aed					8th-11th April;		15th-17th April					
NLP Master Practitioner Course	Evina Hameeteman	9 days	TBC			12th, 13th, 14th August;			19th, 20th, 21st August;		26th, 27th, 28th August				
Executive Development Programme	EAHM Faculty Members	5 days	9 500 Aed							4th-8th					

Note: Courses require a minimum of six (6) participants or may be cancelled.

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