



HOSPITALITY EXCELLENCE: LEADERSHIP TRAINING FOR FRONT OFFICE & HOUSEKEEPING

9 & 10 APRIL 2026 | 9.00AM - 5.00PM
| MEFA TRAINING CENTER, PJ

Course Overview

This 2 day programme is practical, hands-on designed to elevate service standards by strengthening leadership capabilities among front-line and supervisory staff. This programme focuses on developing people leadership, service excellence, cross-departmental collaboration, and operational effectiveness within Front office and Housekeeping functions.

Participants will gain the mindset, skills, and tools needed to lead teams confidently, handle service challenges professionally, motivate diverse staff and uphold consistent guest experience standards aligned with the company's brand promise.

Who Should Attend

- Front Office and Housekeeping Supervisors, Team Leaders and Assistant Managers
- Newly promoted leaders of senior staff identified for supervisory roles

Learning Outcomes

- Demonstrate effective leadership and communication skills in Front Office and Housekeeping operations
- Manage team performance, service standards, and guest interactions professionally
- Strengthen teamwork and collaboration to deliver consistent guest experience excellence

Course Registration :



<https://forms.office.com/r/wgAfIM6DDm>

RM2,000*

(Price Inclusive of 8% SST)
HRDC Claimable*



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Course Structure

Time	Agenda
DAY 1: Leadership Foundations & Service Excellence	
8:30am - 9:00am	Registration
9:00am - 10:30am	MODULE 1 : THE ROLE OF A HOSPITALITY LEADER
10:45am - 11:00am	Break
11:00am - 12:00pm	MODULE 2 : UNDERSTANDING GUEST EXPECTATIONS & SERVICE EXCELLENCE
12:00pm - 1:00pm	MODULE 3 : COMMUNICATION SKILLS FOR HOSPITALITY LEADERS
1:00pm - 2:00pm	Lunch Break
2:00pm - 3:30pm	MODULE 4 : LEADING MULTICULTURAL & MULTIGENERATIONAL TEAMS
3:30pm - 3:45pm	Break
3:45pm - 5:00pm	<ul style="list-style-type: none"> Group discussion Q&A Session
DAY 2: Managing Performance, Challenges & Team Collaboration	
8:30am - 9:00am	Registration
9:00am - 10:30am	MODULE 5 : PERFORMANCE MANAGEMENT & COACHING ON THE JOB
10:45am - 11:00am	Break
11:00am - 1:00pm	MODULE 6 : HANDLING GUEST COMPLAINTS & SERVICE RECOVERY
1:00pm - 2:00pm	Lunch Break
2:00pm - 3:30pm	MODULE 7 : DISCIPLINE, ATTENDANCE & WORKPLACE CONDUCT
3:30pm - 3:45pm	Break
3:45pm - 5:00pm	MODULE 8 : BUILDING STRONG FO-HK TEAMWORK & ACTION PLANNING

Trainer Profile



MS YOGESWARI ACHANAH

Ms. Yogeswari is a seasoned hospitality and tourism educator with over 10 years of academic experience, currently serving as Lecturer and Programme Head at Reliance College. She has taught modules in Hotel and Tourism Management, Event Management, and related fields, and holds an MBA from Westminster International College (Cardiff University), a Bachelor in Hospitality Management, and a Diploma in Hotel and Tourism Management. Prior to academia, she gained hands-on experience at Intercontinental Kuala Lumpur and Park Royal Kuala Lumpur in reservations, cross-department operations, and training roles. Specializing in housekeeping, front office, food and beverage, event management, tour planning, business, marketing, and entrepreneurship, she was recognized as Best Partner Lecturer by Wrexham Glyndwr University, UK (2020), reflecting her dedication to excellence in education.

