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IFH UK Seminar Dates to End 2008

V6 July 2008

August		No Pax	
Fit for the Customer – Basic Front office skills	14 th	15	London
Effective complaint handling	19 th	12	London
Effective Yield & Revenue Management Strategies	28 th & 29 th	12	London
September			
Effective complaint Handling	4 th	12	London
It's time for Time Management	9 th	15	London
Quality in Professional Reservation Sales & Upselling	17 th & 18 th	12	London
Professional Selling Skills in Hotel Sales	17 th & 18 th	12	London
Introduction & Fundamentals of Revenue Management	29 th & 30 th	12	London
October			
Effective Yield and Revenue Management strategies	1 st & 2 nd	12	London
Negotiation Skills & Account Management – Advanced Hotel Sales Skills	8 th & 9 th	12	London
Effective Complaint Handling	14 th	15	London
Successful Conference and Banqueting Sales	21 st & 22 nd	12	London
November			
Fit for the Telephone – Basic Reservation skills	4 th	15	London
Fit for the Customer – Basic Front office skills	5 th	15	London
Quality in Professional Reservation Sales & Upselling	4 th & 5 th	12	London
It's time for Time Management	6 th	15	London
Setting up Appointments & Qualifying customers – Effective Telesales	13 th & 14 th	15	London
Introduction & Fundamentals of RM	13 th & 14 th	12	London
December			
The Polite Regret	2 nd	15	London
Negotiation Skills & Account Management – Advanced Hotel Sales Skills	9 th & 10 th	12	London
Effective Yield & RM Strategies	10 th & 11 th	12	London