



...personal development for hospitality professionals!

### Training Dates IFH UK January - December 2010

Course Topic	Month	Date
Introduction to the Fundamentals of Revenue-Management	January	18 & 19
Effective Negotiation Skills	January	21 & 22
Effective Complaint Handling	January	25
Strategic application of Distribution & e-Marketing	January	27 & 28
It is Time For Time Management	January	26
Business Etiquette	February	1
Fit on the Telephone	February	1
Professional Reservation Sales & Up selling	February	2 & 3
Fit for Customer Service	February	5
Customer focused service delivery at the Front Desk	February	9
The New Art of Professional Selling Skills in Hotel Sales	February	15 & 16
Introduction to the New World of Distribution & e-Marketing	February	15 & 16
Professional Presentation Skills	February	18 & 19
Effective Front Office Organisation	March	4 & 5
Effective Negotiation Skills	March	15 & 16
Tactical Revenue Management using Strategic Demand based Pricing	March	18 & 19
Successful Conference and Event Sales	March	22 & 23
Professional Hotel Accountancy	March	29 & 30
Effective Complaint Handling	April	1
Business Etiquette	April	8
Powering Teamwork & Enhancing Team Performance	April	6 & 7
Professional Reservation Sales & Up selling	April	7 & 8
F & B Management	April	8 & 9
It Is Time For Time Management	April	14
Introduction to the New World of Distribution & e-Marketing	April	19 & 20
Strategic application of Distribution & e-Marketing	April	21 & 22
Fit on the Telephone	May	4
Fit for Customer Service	May	4
Customer focused service delivery at the Front Desk	May	5
Professional Selling Skills in Hotel Sales	May	10 & 11
Building and leading successful teams	May	17 & 18
Professional Presentation Skills	May	25 & 26
Successful Conference and Event Sales	May	20 & 21
Introduction to the Fundamentals of Revenue-Management	May	27 & 28
Account Management and Strategic Selling	June	1 & 2
Effective Front Office Organisation	June	3 & 4
Business Etiquette	June	7
Effective Complaint Handling	June	8
Professional Hotel Accountancy	June	10 & 11
Tactical Revenue Management using Strategic Demand based Pricing	June	10 & 11
F & B Management	June	14 & 15
Powering Teamwork & Enhancing Team Performance	June	21 & 22
Effective Negotiation Skills	June	28 & 29

Fit for Customer Service	July	12
It Is Time For Time Management	July	13
Introduction to the Fundamentals of Revenue-Management	July	13 & 14
Professional Reservation Sales & Up selling	July	15 & 16
Strategic application of Distribution & e-Marketing	July	19 & 20
Customer focused service delivery at the Front Desk	July	26
Introduction to the New World of Distribution & e-Marketing	July	27 & 28
Professional Presentation Skills	July	27 & 28
The Secret of Leadership and Change Management	August	2 & 3
Fit on the Telephone	August	9
Building and leading successful teams	August	9 & 10
F & B Management	August	11 & 12
Effective Front Office Organisation	September	2 & 3
Business Etiquette	September	3
Effective Complaint Handling	September	6
Successful Conference and Event Sales	September	9 & 10
Account Management and Strategic Selling	September	13 & 14
Professional Hotel Accountancy	September	13 & 14
Tactical Revenue Management using Strategic Demand based Pricing	September	23 & 24
It Is Time For Time Management	September	27
F & B Management	September	29 & 30
Fit for Customer Service	October	1
Effective Negotiation Skills	October	4 & 5
Customer focused service delivery at the Front Desk	October	7
Powering Teamwork & Enhancing Team Performance	October	11 & 12
Professional Reservation Sales & Up selling	October	18 & 19
Effective Complaint Handling	November	1
Business Etiquette	November	2
Strategic application of Distribution & e-Marketing	November	2 & 3
Building and leading successful teams	November	4 & 5
Professional Hotel Accountancy	November	11 & 12
Professional Presentation Skills	November	15 & 16
Professional Selling Skills in Hotel Sales	November	18 & 19
Introduction to the Fundamentals of Revenue-Management	November	18 & 19
Introduction to the New World of Distribution & e-Marketing	November	29 & 30
Effective Front Office Organisation	December	2 & 3
Account Management and Strategic Selling	December	2 & 3
Successful Conference and Event Sales	December	13 & 14
Powering Teamwork & Enhancing Team Performance	December	13 & 14