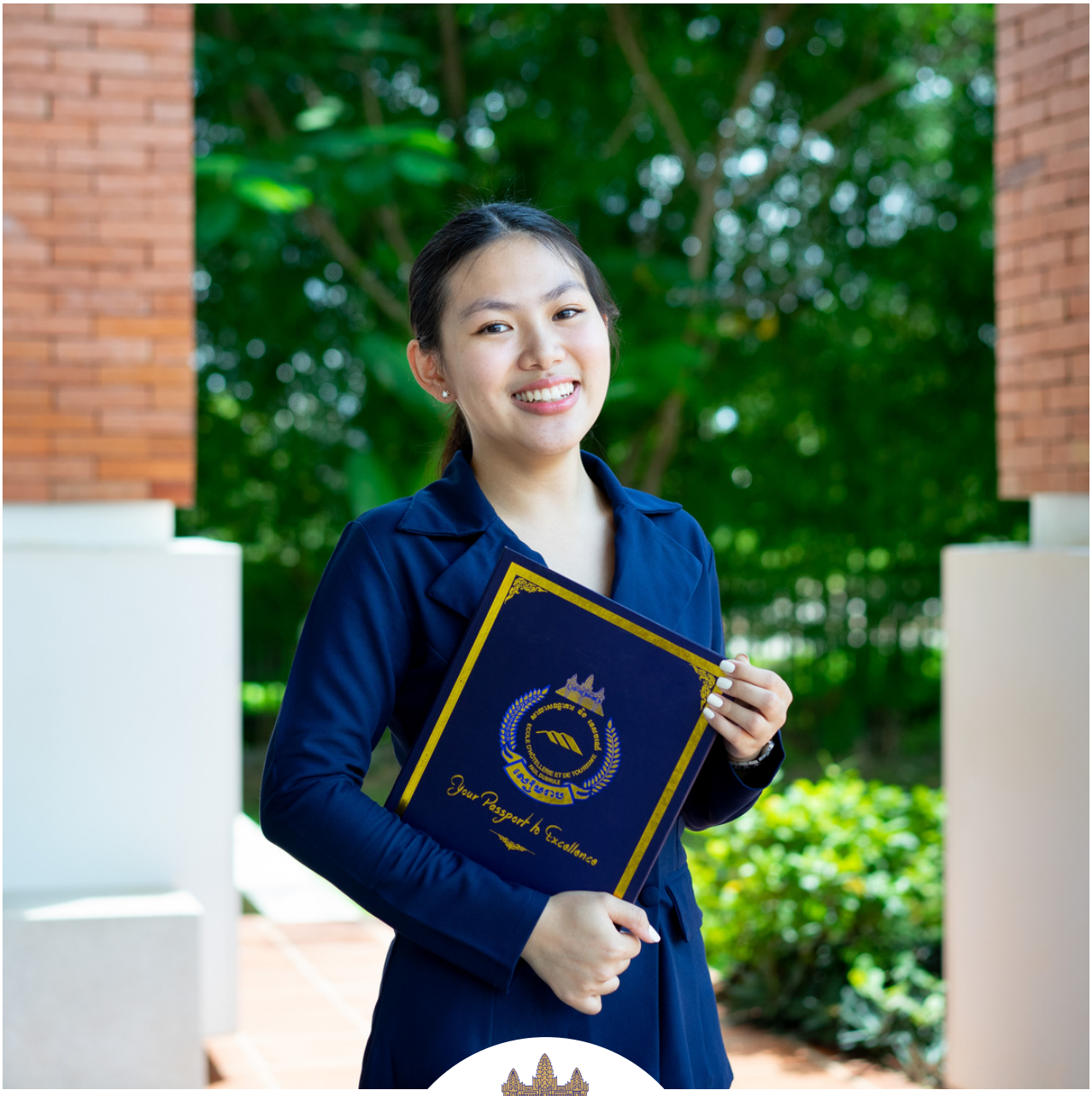
EHT Short Courses

Hospitality & Business



ECOLE D'HOTELLERIE ET DE TOURISME
PAUL DUBRULE

Welcome to EHT Paul Dubrule

“WE BELIEVE THAT TRAINING AND QUALIFICATIONS ARE THE KEYS TO THE FUTURE OF EACH INDIVIDUAL.”

Paul Dubrule
Founder, École d'Hôtellerie et de Tourisme Paul Dubrule

The NGO, Formation et Progrès-Cambodge, founded the École d’Hôtellerie et de Tourisme Paul Dubrule in 2002 to provide skills training in hospitality and tourism.

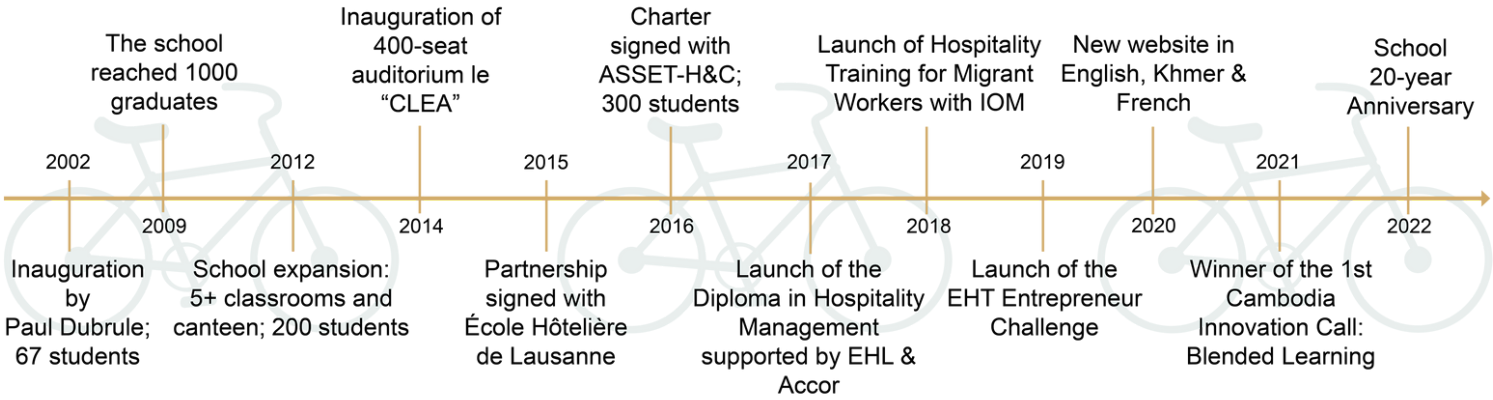
Mission
To allow Cambodians, especially disadvantaged youth access to innovative and professional education. The school has provided life-changing opportunities to 4,000+ motivated and talented students who are now among the best professionals in hospitality and tourism.

Vision
We want everyone, without distinction of gender or social background, to have access to education and professional training while encouraging mutual social acceptance and understanding.

François Schnoebelen
Director, École d'Hôtellerie et de Tourisme Paul Dubrule

Welcome to EHT Paul Dubrule Short Courses, I firmly believe in the profound significance of lifelong learning in today's dynamic and ever-evolving world. Lifelong learning is not just a catchphrase; it is a transformative approach that empowers individuals to continuously acquire new knowledge, develop skills, and adapt to changing circumstances throughout their lives.

At EHT, we recognize the importance of staying relevant in the face of technological advancements and market demands. Our commitment to excellence in education and training ensures that our participants are equipped with the latest industry-relevant knowledge and practical skills. By enrolling in our short courses, individuals have the opportunity to upskill and reskill themselves regardless of their age or background, hotels and enterprises benefit from state-of-the-art hospitality and tourism training. We provide a conducive and innovative learning environment, supported by experienced instructors and cutting-edge facilities, to nurture the talents of our participants and foster a culture of lifelong learning. Together, we can embark on a transformative journey of personal and professional growth, empowering individuals to seize new opportunities and hotels embrace the challenges of tomorrow.



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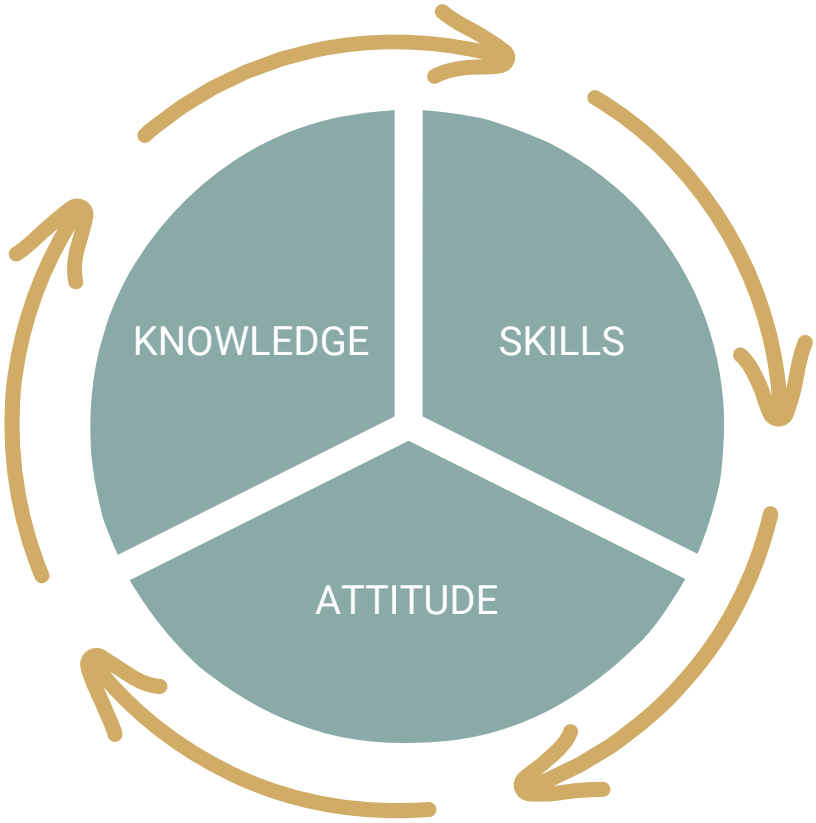
EHT Learning Experience

COMPETENCY-BASED MODEL

Knowledge identifies what a person needs to know to perform the work in an informed and effective manner.



Skills describe the application of knowledge to situations where understanding is converted into a workplace outcome.

Attitude describes the founding reasons behind the need for certain knowledge or why skills are performed in a specified manner.

The process of learning through real-world situations and reflection, creating an atmosphere where students can apply their learning right away, as well as bring their work experience back into the classroom.

A learner-centered model involves engaging students outside of the classroom with interactive content, allowing for in-depth exploration and social activities during class.

REVERSE PEDAGOGY

EXPERIENTIAL EDUCATION

Encouraging a mindset for lifelong process of upskilling and reskilling long after their academic journey at EHT.

SOCIAL LEARNING

Learning is a social process and to be successful in the business world, students learn to work together. Individuals acquire knowledge, skills, and attitudes as they observe and work in groups and teams.

LIFELONG LEARNING MINDSET

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EHT Learning Ecosystem

Facilitating teacher-led sessions driven by group/ individual activities and dynamic interactions

In-class

Simulating real-life workplace scenarios using fully-equipped spaces with high standards to master practical skills

Training facilities

Fostering a rich and diverse environment for active learning, sharing and well-being improvement

Holistic space

On-site

Synchronous

BLENDED MODEL

Asynchronous

Virtual

Remote class

Allowing participants to join a class session remotely using video-conferencing tools and collaborative spaces while others participate in person.

Digital tools

Using technology as leverage for learners to increase their creativity and productivity while boosting their digital literacy.

Ecampus

Providing access to learning content activities and resources anytime anywhere, encouraging a lifelong learning mindset.

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TRAINING PACKAGES FOR ORGANIZATIONS

Hospitality & Business

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Bespoke Training Packages for Organizations

WHAT?
Our comprehensive short courses catalog is tailored to meet the specific needs of businesses like yours, ensuring your teams are equipped with the knowledge and expertise to excel in today's competitive landscape. Investing in your employees' professional development through short courses offers numerous benefits to your organization's human capital.

Our focused and interactive short courses allow your middle-management staff to quickly acquire new skills and stay up-to-date with the latest industry trends. Our learning experience offer is designed to be practical, enabling participants to apply their learning immediately, leading to increased productivity and job satisfaction. By offering these learning opportunities, you can be confident that your investment in professional development will yield tangible results for your organization including your employees' growth, and fostering a positive and motivated work environment that encourages loyalty and reduces turnover.

EACH PACKAGE MADE FOR YOUR SPECIFIC NEEDS

- Unique value proposition for each business
- Business Simulation Game to confirm your team's learning outcomes
- Flexible approach and customization
  Dedicated support and advice
- Developed by industry experts with professional and pedagogical experience

CONTACT US FOR AN EXPERT CONSULTATION
director@ecolepauldubrule.org
+855 (0) 86 741 308

Mr. François Schnoebelen
He has 25+ years of experience as a human resources director working for multinational organizations in 7 countries.
An expert in human resources, learning & development programs, business decision-making, communication, negotiation, public relations, and crisis management.

Tailored Short Course - Dealing with VIP guests
For Cambodia Airports, 2022

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Professional Training - Topics

Human Resources

- Talent Management in hotels
- Learning and development plans for staff
- Training of Trainers
- Transformational Coaching for managers
- Team-building for supervisors

Customer excellence

- Effective communication with customers and co-workers
- Service expert in luxury hospitality
- Upselling strategies
- Guest relations
- International quality standards in hospitality

Management & Strategy

- Leadership for 1st time managers
- Project management
- Sustainability
- Decision-making

Financial Performance

- Revenue Management
- Cost Control
- Financial Analysis

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EHT SHORT COURSES FOR INDIVIDUALS

Hospitality & Business

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EHT Short Courses - Individuals

WHY?
Short courses for middle management are essential for developing the skills and competencies needed to succeed in today's complex and dynamic business environment. Some of the key skills that middle managers need to strengthen are communication, critical thinking, problem-solving, and business acumen.

EHT Hospitality & Business Short courses can help middle managers acquire these skills through micro-learning, group activities, and practical application in a flexible and hybrid model of education.

Our short courses library can expose your front-line teams and managers to the latest trends and best practices in their fields, such as pricing strategy and customer needs analysis. By investing in learning, your organization can improve their bottom-line performance, organizational health, and talent development.

Price / short course for individuals
$100-$150 / participant

Schedule
1 week | 15 hours
Monday to Friday, 18:00 to 21:00

Delivery method: On-site or remote, interactive sessions
Language: English

More information
Mrs. RIEM Borany
info@ecolepauldubrule.org
+855 (0) 70 442 284

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EHT Short Courses - Calendar (Individuals)

January

February

- Manage and Resolve Conflict Situation
- Sustainability in Tourism

March

- English in Hospitality

April

- Revenue Management
- Events Management

May

- Leadership

June

- Talent Management
- Food and Beverage Cost Control
- Manage Human Resources (Payroll, Labour Law)

July

- Reputation Management and Sales Operations
- Service expert with luxury standards

August

- Project Management
- International Standards for Hospitality

September

- Decision-making

October

- HACCP: Food Safety System

November

- Occupational Safety & Health

December

- Chinese in Hospitality

***Topics and Calendar are subject to change. The current calendar is only a sample indication.**

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Reputation Management and Sales Operations

Hospitality & Business Short Courses

WHY TAKE THIS SHORT COURSE?

Taking this short course can help you learn valuable skills for managing your organization's reputation. It can teach you how to monitor your online presence, respond to negative feedback, and build a positive image. This can lead to greater credibility and increased opportunities for growth for your organization.

On the other hand, the sales operations side can help you to optimize your sales processes and strategies, customer relationship management, and sales performance analysis which ultimately drives revenue growth for your organization.

LEARNING OUTCOMES

- Understand the importance of reputation management in today's digital world
- Know how to build a positive online presence through various channels
- Know how to establish an online reputation management strategy
- Understand how to monitor and measure online reputation through various tools and metrics
- Have developed skills to engage with customers and address their concerns effectively
- Understand the fundamentals of sales in the hospitality industry
- Be able to identify how to analyze costs and benefits, strengths and weaknesses of various distribution channels
- Have discovered the role of technology in hospitality sales

COURSE OVERVIEW

1 week | 15 hours - Monday to Friday, 18:00 to 21:00

LEARNER PROFILE

- Aspiring supervisor or manager, especially in Sales and Marketing
- Leader looking to boost key managerial skills
- Entrepreneurs, innovators, and creators

Want to learn the best practices for building and maintaining a positive image for your business? This is for you.

**Good proficiency in English is required*

TRAINER PROFILE

Mrs. Karin Coyras

A lecturer at EHL Hospitality Business School in Switzerland with a background in customer loyalty management and sales, she has 15+ years of experience in FMCG and B2B marketing. She also holds a teaching certificate from the University of Cambridge.

Day 1: Introduction to Reputation Management: understanding the importance of reputation management to build, maintain, and protect your brand image.
Day 2: Online Reputation Management: understanding the role of online reputation in today's digital world as people share their experiences with a business or individual, and the impact can be significant.
Day 3: Reputation monitoring and enhancement: navigate negative feedback, and strategically build a positive reputation / Introduction to Sales Operations: learn the foundational concepts of sales operations.
Day 4: Processes and strategies that a hotel implements to enhance its sales performance and customer experience.
Day 5: Tools to optimize sales: identify areas for improvement and understand sales performance metrics.

Dates: 01.07-05.07.2024
Registration deadline: 01.07.2025

Delivery method: On-site or remote, interactive sessions
Language: English

REGISTER

Price
$150 / participant

For more info: Mrs. RIEM Borany
info@ecolepauldubrule.org
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Events Management

Hospitality & Business Short Courses

WHY TAKE THIS SHORT COURSE?

Taking this short course can develop your planning and execution capabilities to run basic to complex events. You can become great at coordinating every single detail of an event, including budget, marketing, logistics, procurement, and operations.

Embrace the creative and visionary side of your personality to design original and exciting concepts for your events. At the same time, you will be able to meet the highest standards and exceed your customers' expectations.

Our interactive and practical program incorporates specific scenarios from an international expert managing events for different setups and type of customers.

LEARNER PROFILE

- Aspiring supervisor or manager in Food & Beverage
- F&B leader looking to boost key managerial skills
- Entrepreneurs, event organizers, wedding planners, and catering managers.

Want to organize and manage successful events to increase your sales and customer satisfaction? This is for you.

**Good proficiency in English is required*

TRAINER PROFILE

Mr. Clément Julien

An award-winning F&B professional with 15+ years of experience in luxury hospitality standards. He is a Practical Arts lecturer at EHL Hospitality Business School in Switzerland, sharing the art and management of organizing successful events in the hospitality and tourism industry.

LEARNING OUTCOMES

- Understand the different F&B setups
- Understand the selling process for guests of a business and leisure event
- Master the different costs to maximize profit
- Create a beverage package and a B.E.O.
- Estimate the equipment, staff, and F&B offer needed for an event
- Design and lead a service briefing
- Adapt tasks given to the waiter for any type of event

COURSE OVERVIEW

Duration: 1 week | 15 hours - Monday to Friday, 18:00 to 21:00

Day 1: Introduction to Events Management: Fundamentals of Events Management including the functions of a banqueting department, the F&B offers, and setups possible to optimize guest numbers.
Day 2: Events creation including timeline design, profit, and package creation: selling process and concrete offer development for different scenarios and add-ons to create a WOW effect and differentiate from others.
Day 3: Group presentations and evaluation + creation of the Banquet Event Order (BEO).
Day 4: Planning of events operations and budget optimization (staff, equipment and F&B estimation): details of instructions and preparations to balance guest comfort and profitability, including staff estimation.
Day 5: How to create and lead a service briefing, standard operating procedures (SOP), and communications to ensure quality using the same SOP throughout the year.

Dates: 22.04-26.04.2024
Registration deadline: 01.07.2024

Delivery method: On-site or remote, interactive sessions
Language: English

REGISTER

Price
$150 / participant

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Food and Beverage Cost Control

Hospitality & Business Short Courses

WHY TAKE THIS SHORT COURSE?

During this module, students are introduced to the finance side of food and beverage management. Starting with introducing the food and beverage industry and profit and loss statements, the course leads students to understand the financial impacts of daily managerial decisions, whether related to revenue or costs.

Multiple key performance indicators widely used within the food and beverage operations are introduced throughout the module utilizing exercises and practical functions used in the daily food and beverage operations.

The module provides a comprehensive look at the methods, tools, and techniques to optimize operating profit through revenue (menu design and pricing) and cost optimization - by controlling food, beverage, and labor expenses.

LEARNER PROFILE

- Aspiring F&B supervisor or manager
- Leader looking to boost key managerial skills
- Entrepreneurs, innovators, and creators (and those wanting to be)

Want to create a more profitable menu? want to keep your food costs efficient? This is for you.

**Good proficiency in English is required*

TRAINER PROFILE

Dr. Guy Llewellyn

He is a food & beverage professor at EHL Singapore Campus. With over a decade of experience in the food and beverage industry, he has held senior positions such as Executive Chef, Club Manager, and General Manager. His areas of expertise include food and beverage business acumen, menu design and costing and restaurant operations.

LEARNING OUTCOMES

- Demonstrate an understanding of the food and beverage industry
- Analyze financial results through operating ratios
- Perform menu analysis utilizing menu engineering and Omnes principles
- Demonstrate knowledge of the purchasing, receiving, storage, and inventory processes
- Perform calculations of actual and potential costs of food and beverages
- Plan necessary manning and demonstrate an understanding of productivity KPIs

COURSE OVERVIEW

Duration: 1 week | 15 hours - Monday to Friday, 18:00 to 21:00

Day 1: Introduction to Cost Control: Food and Beverage Profit and Loss Statements

Day 2: Key Performance Indicators: Break Even Point and Budgeting

Day 3: Menu Development and Engineering: Pricing Strategies

Day 4: Actual and Potential Food Cost: Inventory Management

Day 5: Beverage and Labor Cost: Calculate costs of ingredients and Labor

Dates: 10.06-14.06.2024
Registration deadline: 10.06.2024

Delivery method: On-site or remote, interactive sessions
Language: English

REGISTER

Price
$150 / participant

For more info: Mrs. RIEM Borany
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Leadership

Hospitality & Business Short Courses

WHY TAKE THIS SHORT COURSE?

This short course will allow you to develop essential leadership skills such teach you how to communicate effectively, make sound decisions, solve problems creatively and think strategically. With our experimented trainer you will learn how to cultivate your self-confidence and to become a responsible and respectful leader, perfect for accompanying your teams and taking your company to new challenging projects.

These are essential skills for any leader, whether you are already in a leadership role or aspiring to be one. By completing this course, you will not only improve your own performance and productivity, but also increase your chances of getting hired or promoted to a leadership position in your organization. Don't miss this opportunity to learn from the best and become a better leader. Enroll now and get ready to transform your career.

LEARNER PROFILE

- Aspiring supervisor or manager
- Leader looking to boost key leadership skills
- Entrepreneurs, innovators, and creators (and those wanting to be)

Want to become a more effective leader? This is for you.

**Good proficiency in English is required*

TRAINER PROFILE

Mr. François Schnoebelen

He has 25+ years of experience as a human resources director working for multinational organizations in 7 countries.
An expert in business decision-making, communication, negotiation, public relations, and crisis management.

LEARNING OUTCOMES

- Develop better communication skills that can be used to motivate and inspire team members.
- Enhance decision-making to make sound decisions and improve decision-making skills.
- Learn about conflict resolution in the workplace and promote a positive work environment
- Develop strategic thinking which can be used to develop and implement effective business strategies.
- Learn how to build and manage successful teams, leading to more productive and efficient work environments.

COURSE OVERVIEW

Duration: 1 week | 15 hours (3h/day)

Day 1: Introduction to Leadership
Theories, basis principles and how to chose the right styles of leadership according to the situation
Day 2: Effective communication as a leader
Learn pursuasive communication techniques and nonverbal communication.
Day 3: Team building
Strategies for building and maintain trust and collaboration among team members.
Day 4: Problem-solving and decision-making
Learn strategies and techniques to identify and analyse issues, whether organizational, logistical, relational or between employees
Day 5: Conflict resolution
Learn strategies for resolving disputes in a variety of settings.

Dates: 20.05-24.05.2024
Registration deadline: 20.05.2024

Delivery method: On-site or remote, interactive sessions
Language: English

REGISTER

Price
$150 / participant

For more info: Mrs. RIEM Borany
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Manage Human Resources (Payroll, Labour Law)

Hospitality & Business Short Courses

WHY TAKE THIS SHORT COURSE?

This short course will help participants to understand and comply with legal requirements related to payroll and labour law which are two important aspects of human resources management that require careful attention and compliance. That's why participants will improve their accuracy in payroll processing, avoiding costly mistakes.

Managing human resources is not only about the administrative part. Our expert trainer will also explain to you the importance of communication and how to have a healthy professional relationship with your employees. You will learn how to communicate clearly and professionally with your team regarding their salaries and benefits, as well as their rights and obligations according to the law. Enhance your HR skills and knowledge, leading to career growth and recognition!

LEARNER PROFILE

- Aspiring supervisor or manager
- Leader looking to boost key human resources skills
- Entrepreneurs or human resources professionals (and those wanting to be)

Want to make better and more trustworthy relationships within your team? Want to be an expert in labour law? This is for you.

**Good proficiency in English is required*

TRAINER PROFILE

Mr. Tuy Chhairaing

He has 10+ years of experience in human resources leadership in various industries. Today, he is the Director of Talent & Culture at Rosewood Phnom Penh. He holds a master's degree in entrepreneurship and management from a French university and various professional certificates from different providers.

LEARNING OUTCOMES

- Understand payroll regulations and ensuring compliance with labour laws and regulations
- Ability to calculate employee salaries and taxes
- Learning how to handle payroll-related issues such as benefits and reductions
- Developing skills in negotiating and drafting employment contracts
- Understand the legal requirements related to payroll and labour law, such as tax deductions, minimum wage, overtime pay, leave entitlements, termination procedures, etc.

COURSE OVERVIEW

Duration: 1 week | 15 hours (3h/day)

Day 1: Payroll regulations: Ensure compliance with labour laws and regulations

Day 2: Calculate employee salaries and taxes: Become efficient in calculating gross, net pay, and taxes

Day 3: Benefits and reductions: How to handle pay-roll related issues and conflict

Day 4: Negotiating and drafting employment contracts: Understand the legal rights of both the employer and employee.

Day 5: Labour Laws: Keep up-to-date with the legal rights and obligations of employers and employees and regulations that affect payroll and labour law

Dates: 03.06-07.06.2024
Registration deadline: 03.06.2024

Delivery method: On-site or remote, interactive sessions
Language: English

REGISTER

Price
$100 / participant

For more info: Mrs. RIEM Borany
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Talent Management

Hospitality & Business Short Courses

WHY TAKE THIS SHORT COURSE?

This short course will teach you how to effectively identify, develop, and retain talented employees. It covers topics such as talent skills, training, performance management, succession planning, and career development. The course aims to help individuals and organizations create a competitive advantage by leveraging the skills and potential of their workforce.

In addition, you will be able to increase employee satisfaction and productivity: Through effective talent management practices, you can help employees feel valued and empowered, leading to increased satisfaction and productivity.

LEARNER PROFILE

- Aspiring supervisor or manager
- Leader looking to boost key human resources skills
- Entrepreneurs or human resources professionals (and those wanting to be)

Want to make better and more trustworthy relationships within your team? Want to reduce turnover and increase staff retainment? This is for you.

**Good proficiency in English is required*

TRAINER PROFILE

Mr. François Schnoebelen

He has 25+ years of experience as a human resources director working for multinational organizations in 7 countries.
An expert in business decision-making, communication, negotiation, public relations, and crisis management.

LEARNING OUTCOMES

- Understanding the importance of employee engagement and motivation in talent management
- Developing performance management systems to retain and develop talent
- Developing career development plans for employees
- Understanding succession planning
- Understanding the legal and ethical considerations in talent management

COURSE OVERVIEW

Duration: 1 week | 15 hours (3h/day)

Day 1: Definition of performance and skills for talent management (appraisal, assessments)

Day 2: Evaluation of performance and skills for talent management (appraisal, assessments)

Day 3: Learning talent development, which includes coaching and training programs

Day 4: Exploring succession planning

Day 5: Understanding the importance of diversity and inclusion

Dates: 17.06-21.06.2024
Registration deadline: 17.06.2024

Delivery method: On-site or remote, interactive sessions
Language: English

REGISTER

Price
$100 / participant

For more info: Mrs. RIEM Borany
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Manage and Resolve Conflict Situation & Standard

Hospitality & Business Short Courses

WHY TAKE THIS SHORT COURSE?

Conflict is inevitable in any organization, but it can also be a source of learning and growth. If you want to learn how to manage conflict effectively and constructively, you should enroll in our short course on conflict management. You will learn how to lead to better communication, improved relationships, to develop a more positive work environment and a better rapport with guests to foster a more positive and collaborative work envirnment.

This course is designed for anyone who works in an organization that deals with conflict, whether it is internal or external. The course will combine theory and practice, using case studies, role play, simulations, and feedback. You will also receive a certificate of completion at the end of the course.

LEARNER PROFILE

- Aspiring supervisor or manager
- Leader looking to boost key human resources skills
- Entrepreneurs or human resources professionals (and those wanting to be)

Want to make better and more effective conflict resolution decisions? Want to be a better conflict solver? This is for you.

**Good proficiency in English is required*

TRAINER PROFILE

Ms. Khin Aye Mu

She has 25+ years of experience in the hospitality industry namely in human resources and learning and development. She is currently working as an Area Director for two hotels in Cambodia in the areas of Human Resources and Learning & Development.

LEARNING OUTCOMES

- Identifying different sources of conflict and understand how they can escalate or de-escalate.
- Learning different conflict resolution techniques, such as negotiation, mediation, or arbitration, depending on the situation.
- Communicating effectively in conflict situations such as using active listening, empathy, and assertiveness.
- Analyse the power dynamics and cultural factors that shape conflict situations, and adapt their approach accordingly.
- Evaluating the effectiveness of your conflict resolution strategies and reflect.

COURSE OVERVIEW

Duration: 1 week | 15 hours (3h/day)

Day 1: Conflict resolution styles
Identify the sources and types of conflict and how to tailor your approach based on the situation.
Day 2: Negotiation strategies
Learn techniques to navigate assertively and respectfully with others through difficult conversations.
Day 3: Mediation techniques and conflict management
Learn various conflict resolution strategies and techniques to reach a mutual solution.
Day 4: Hospitality industry specific standards for conflict management
Tailored approach to conflict management
Day 5: Role play
Participants practice among themselves and receive feedback.

Dates: 05.02-09.02.2024
Registration deadline: 05.02.2024

Delivery method: On-site or remote, interactive sessions
Language: English

REGISTER

Price
$100 / participant

For more info: Mrs. RIEM Borany
info@ecolepauldubrule.org
+855 (0) 70 442 284

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Revenue Management

Hospitality & Business Short Courses

WHY TAKE THIS SHORT COURSE?

In today's dynamic business landscape, revenue management has become a critical aspect of maximizing profits and optimizing resources. Whether you are a hospitality professional, business owner, or aspiring entrepreneur, this short course in revenue management offers invaluable insights into strategies and techniques to boost revenue and achieve sustainable growth.

By mastering revenue management principles, you can make informed decisions and gain a competitive advantage in your industry to optimize pricing and revenue.

Additionally, it can enhance your career prospects and provide networking opportunities with industry professionals.

LEARNING OUTCOMES

- Understanding the fundamentals of revenue management principles and its importance in business success
- Developing effective pricing strategies and dynamic pricing models to adapt to changing market conditions
- Analyzing performance metrics to evaluate the success of revenue management strategies
- Interpreting data to make informed revenue management decisions
- Enhancing decision-making skills to optimize revenue and profitability

COURSE OVERVIEW

Duration: 1 week | 15 hours (3h/day)

LEARNER PROFILE

- Aspiring supervisor or manager
- Leader looking to boost key business skills
- Entrepreneurs, sales executives or finance team leaders (and those wanting to be)

Want to make better and more effective decisions to increase your revenue? This is for you.

**Good proficiency in English is required*

TRAINER PROFILE

Mr. Jacques Varet

With a strong track record in hospitality management, he serves as the current General Manager at FCC Hotels & Restaurants in Siem Reap, Cambodia. His expertise spans financial reporting, strategic management, and successful operations in diverse locations across Asia. He is recognized for his results-driven approach and passion for delivering exceptional hospitality experiences.

Day 1 - Introduction to Revenue Management: Overview of revenue management, its significance in various industries, and the key elements of a successful revenue management strategy.
Day 2 - Managing Inventory and Distribution Channels: Participants will learn how to effectively manage capacity and allocate resources to maximize revenue potential.
Day 3 - Pricing and Revenue Optimization: Participants will understand pricing strategies, discounting tactics, and dynamic pricing models to adapt to market demands and customer behavior effectively. And, cover revenue management tools and technologies.
Day 4 - Demand Forecasting and Performance Analysis: Participants will learn how to analyze performance metrics, such as RevPAR and ADR, to evaluate the effectiveness of revenue management strategies.
Day 5 - Revenue Management in Action: Focus on real-world applications of revenue management principles by engaging in case studies and simulations.

Dates: 01.04-05.04.2024
Registration deadline: 01.04.2024

Delivery method: On-site or remote, interactive sessions
Language: English

REGISTER

Price
$100 / participant

For more info: Mrs. RIEM Borany
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Sustainability in Tourism

Hospitality & Business Short Courses

WHY TAKE THIS SHORT COURSE?

This short course in sustainable tourism offers you the opportunity to become an advocate for positive change in the tourism industry. Embracing sustainable tourism not only enriches your travel experiences but also allows you to encourage others to adopt responsible travel practices, supporting destinations that prioritize conservation and community engagement

Businesses are actively seeking individuals who can develop and implement sustainable tourism strategies, aligning with the growing awareness of responsible travel among customers.

By investing in this course, you not only invest in the future of the planet but also in your own professional growth and opportunities for future careers.

LEARNER PROFILE

- Aspiring supervisor or manager, especially in tourism operations
- Leaders looking to incorporate green practices to their business
- Entrepreneurs, innovators, and creators (and those wanting to be)

Want to become more sustainable? This is for you.

**Good proficiency in English is required*

TRAINER PROFILE

Ms. Kristen Scharf

She has over 10 years of experience in the not-for-profit sector and acts as the country manager for an NGO focusing on child protection. She holds a Master's degree in sustainable development and she actively advocates for environmental and social positive corporate governance in Cambodia.

LEARNING OUTCOMES

- Understanding and explaining the terms ‘sustainability’ and ‘sustainable tourism’ in a correct manner
- Demonstrating the positive and negative impacts of tourism on a destination
- Identifying sustainable practices in tourism
- Explaining the benefits of eco-certifications in tourism
- Implementing the criteria of the Green Key ecolabel in a tourism establishment

COURSE OVERVIEW

Duration: 1 week | 15 hours (3h/day)

Day 1 - Concepts of sustainability and sustainable tourism: the importance of the tourism sector in Cambodia, it's competitiveness in the region and the link to the Sustainable Development Goals (SDGs)
Day 2 - Sustainable practices: eco-procurement in tourism, waste management and reduction and resources consumption and energy efficiency.
Day 3 - Sustainable practices: the impact of biodiversity conservation in tourism, social and economic development and integration of best practices in your business.
Day 4 - Demand for sustainable tourism and eco-labels: types of tourism, tourist behaviors and eco-labels/certifications value and impact.
Day 5 - A practical example of a green certification: familiarize with the Green key components, criteria and procedures and how to implement it in your tourism business to drive sustainable practices.

Dates: 19.02-23.02.2024
Registration deadline: 19.02.2024

Delivery method: On-site or remote, interactive sessions
Language: English

REGISTER

Price
$150 / participant

For more info: Mrs. RIEM Borany
info@ecolepauldubrule.org
+855 (0) 70 442 284

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Project Management

Hospitality & Business Short Courses

WHY TAKE THIS SHORT COURSE?

This short course is designed for individuals seeking to acquire essential project management knowledge and practical skills to excel in their professional endeavors.

Whether you are a business professional, entrepreneur, or student, it will provide you with the fundamental tools and techniques required to manage projects efficiently and achieve optimal results.

In addition, you will learn about the various steps of project management and technical aspects by designing a small project in groups and presenting its implementation to all of your classmates.

LEARNER PROFILE

- Aspiring supervisor or project manager
- Leader looking to boost key project management skills
- Entrepreneurs, innovators, and creators (and those wanting to be)

Want to design and implement projects more efficiently and professionally? This is for you.

**Good proficiency in English is required*

TRAINER PROFILE

Mr. Enrique Blanco

He is the former projects & communication manager at EHT Paul Dubrule, handling multiple projects related to digitalization, sustainability and entrepreneurship. He has collaborated with various international organizations to implement successful projects. He holds a Bachelor's degree from EHL Hospitality Business School in Switzerland.

LEARNING OUTCOMES

- Understand the fundamental principles and concepts of project management
- Create a comprehensive project plan, including scope, schedule, and resource management
- Implement effective project execution strategies and demonstrate team leadership skills
- Monitor and control project progress, managing risks and changes appropriately
- Successfully close a project, evaluating its outcomes and identifying areas for improvement

COURSE OVERVIEW

Duration: 1 week | 15 hours (3h/day)

Day 1 - Project management fundamentals and the initiation phase: Participants will understand the definition of a project, its characteristics, and the importance of clear objectives and stakeholders involved.
Day 2 - Planning phase and scope management: Participants will learn how to create a comprehensive project plan, including project scope, tasks breakdown, and estimating timelines and resources
Day 3 - Project scheduling and resource management: Participants will explore various scheduling techniques, such as Gantt charts and best practices for resource allocation and risk management
Day 4 - Execution phase and team leadership: Participants will learn how to implement the project plan, monitor progress, and address any deviations or challenges.
Day 5 - Monitoring and evaluation phase: Participants will understand how to track performance, manage changes, and maintain quality while understanding the steps for closure and evaluation.

Dates: 05.08-09.08.2024
Registration deadline: 05.08.2024

Delivery method: On-site or remote, interactive sessions
Language: English

REGISTER

Price
$150 / participant

For more info: Mrs. RIEM Borany
info@ecolepauldubrule.org
+855 (0) 70 442 284

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Decision-making

Hospitality & Business Short Courses

WHY TAKE THIS SHORT COURSE?

This training will introduce a simple 4 step process to solve problems and decide on appropriate solutions.

You'll use several tools and methods to discover the underlying causes of a problem and apply several different creative thinking techniques to generate responsive solutions to the problem. Once we have several possible and creative solutions to our problem, we will also practice using a number of decision-making methods to choose the best possible solution and finally put together an action plan to implement our chosen solution and make the change required.

All examples will be taken from the practical problems in the hospitality sector. However, this method is applicable in any other industry.

LEARNER PROFILE

- Aspiring supervisor or manager
- Leader looking to boost key managerial skills
- Entrepreneurs, innovators, and creators (and those wanting to be)

Want to make better, more creative, and more effective decisions? Want to be a better problem solver? This is for you.

**Good proficiency in English is required*

TRAINER PROFILE

Mr. François Schnoebelen

He has 25+ years of experience as a human resources director working for multinational organizations in 7 countries.
An expert in business decision-making, communication, negotiation, public relations, and crisis management.

LEARNING OUTCOMES

- Understand and apply critical thinking skills to various issues, ideas, arguments, and evidence.
- Evaluate the relevance, validity, and reliability of different sources of information and perspectives.
- Identify and challenge assumptions, biases, and contradictions for making a truly fact-based decision.
- Develop clear, logical, and well-supported arguments using appropriate academic conventions.
- Reflect on one's own thinking process and values and seek feedback from others.

COURSE OVERVIEW

1 week | 15 hours - Monday to Friday, 18:00 to 21:00

Day 1 - Define the problem by systematic problem definition and cause and effects diagrams
Making sure the problem is properly defined is essential before choosing the best solution.
Day 2 - Find creative solutions using creativity tools
There is no such thing as a creative and a non-creative person. We are all creative, but the question is had you found out what releases your innate creativity?
Day 3 - Evaluate and select solutions
Not all solutions have the same impacts. Not all solutions are suitable for our specific problem. Therefore, it is crucial to check their impact and efficiency
Day 4 - Implement a solution and create an action plan
Many good ideas are not implemented properly because of poor timing, weak implementation or lack of planning.
Day 5 - Experimentations on using the full process in simulations
We will exemplify the whole process with real problems from the hospitality and tourism sector providing a deep understanding and high replicability of this practical course.

Dates: 02.09-06.09.2024
Registration deadline: 02.09.2024

Delivery method: On-site or remote, interactive sessions
Language: English

REGISTER

Price
$100 / participant

For more info: Mrs. RIEM Borany
info@ecolepauldubrule.org
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English in Hospitality

Hospitality & Business Short Courses

WHY TAKE THIS SHORT COURSE?

This short course is designed for people who wish to improve their English communication skills with native and non-native English speakers or for people who would simply like to feel more confident and clear in their spoken English. Furthermore, key hospitality terms will be integrated into the lessons. Learning in a communicative environment, learners will develop their grammar, vocabulary, pronunciation, and overall confidence in spoken English.

LEARNER PROFILE

- Be 17 years old or more
- Attending the course in Siem Reap
- Be working in the hospitality industry
- Interest in English and communication

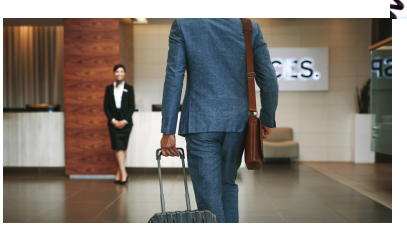
LEARNING OUTCOMES

- Speak confidently with native and non-native English people
- Communicate effectively when speaking English with different types of English speakers.
- Speak English using correct grammatical patterns and appropriate vocabulary.
- Identify and respond properly to spoken questions and statements in English.
- Converse in English with clear pronunciation

WHAT'S INCLUDED

- Printed/digital handouts + Library resources
- Certificate of completion

Please bring your own pen/notebook and laptop or smartphone device



TRAINER PROFILE

Mr. Neil Burns

Mr. Burns is an expert English language teacher with 10+ years of experience. He has previously taught English In Thailand, Laos, Spain, and other regions of Cambodia. In addition, he has also worked within the hospitality industry in both the United Kingdom (UK) and France. Neil holds a Master's Degree in TESOL from the UK as well as a TEFL certificate.

Dates: 04.03-08.03.2024
Registration deadline: 04.03.2024

Delivery method: On-site
Language: English

REGISTER

Price
$100 / participant

For more info: Mrs. RIEM Borany
info@ecolepauldubrule.org
+855 (0) 70 442 284

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Chinese in Hospitality

Hospitality & Business Short Courses

WHY TAKE THIS SHORT COURSE?

This short course is designed for people who wish to learn or improve their Chinese language skills with native Chinese speakers or for people who would simply like to feel more confident and clear in their spoken Chinese. You will also learn basic Chinese words and phrases to use to communicate with guests and have the ability to give recommendations to guest's inquiries.

LEARNER PROFILE

- Be 17 years old or more
- Attending the course in Siem Reap
- Be working in the hospitality industry
- Interest in Chinese and communication

LEARNING OUTCOMES

- Have a basic conversation with native Chinese speakers
- List Chinese terms used in Hospitality
- Answer customer questions relating to hospitality and tourism
- Identify and respond properly to spoken questions and statements in Chinese.
- Recommend products and services to Chinese guests
- Speak Chinese using correct grammatical patterns and appropriate vocabulary.

WHAT'S INCLUDED

- Printed/digital handouts + Library resources
- Certificate of completion

Please bring your own pen/notebook and laptop or smartphone device

TRAINER PROFILE

Ms. Soriya Sreng

Ms. SRENG is the founder and Director of Soriya Multilingual School, a language academy. She has 5+ years of experience teaching Chinese online and in person to 1,000+ people in Cambodia to boost their communication with Chinese customers or business partners.

Dates: Open-ended
1 hour class, 5 days/week
Registration deadline: 15.11.2024

Delivery method: Online
Language: Khmer and Chinese

REGISTER

Price
$100 / participant

For more info: Mrs. RIEM Borany
info@ecolepauldubrule.org
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Service Expert with Luxury Standards

Hospitality & Business Short Courses

Learn how to provide excellent service and delight your guests, so that they become loyal and repeat customers of our business. To achieve this, you have to be well-trained and knowledgeable about the products and be able to offer helpful and personalized recommendations as well as respect luxury international standards.

WHY TAKE THIS SHORT COURSE?

- To identify and verify fine dining experience setup and operations according to luxury standards
- Boost your career in the hospitality industry
- To provide excellent customer service and support
- Improve your product knowledge and optimize sales

LEARNER PROFILE

- Be 17 years old or more
- Attending the course in Siem Reap
- Motivation about learning service standards skills
- Interest for luxury operations in hospitality

LEARNING OUTCOMES

- Recommend products and services according to guest's requests
- Perform tasks as required in a fine-dining restaurant and luxury hotel
- Provide operational support information to management and others departments regarding to the luxury standards

WHAT'S INCLUDED

- Printed/digital handouts + Library resources
- Certificate of completion

Please bring your own pen/notebook and laptop or smartphone device

TRAINER PROFILE

Mr. Hann Ann

Mr. ANN has 15+ years of experience in the hospitality industry with managerial roles in the rooms division and front office. He holds an MBA and he is an alumnus of the Front Office Operations program at EHT Paul Dubrule. He is currently a Hospitality Trainer at EHT Paul Dubrule, the team lead for our luxury standards training with Leading Quality Assurance (LQA) and chairs the Social Affairs Committee.

Dates: 08-09.07.2024
16 hours approximately
Registration deadline: 01.07.2024

Delivery method: On-site
Language: English or Khmer

REGISTER

Price
$100 / participant

For more info: Mrs. RIEM Borany
info@ecolepauldubrule.org
+855 (0) 70 442 284

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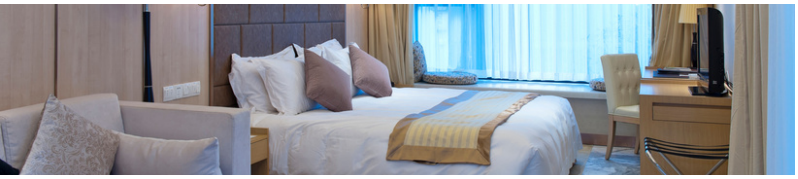
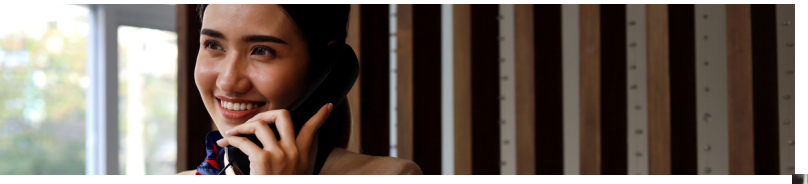
International Standards for Hospitality

Hospitality & Business Short Courses

Hospitality involves creating a welcoming and enjoyable experience for a host's guest. It goes beyond customer service, which mainly deals with helping customers and meeting their needs, wants and expectations. By engaging with guests, you can foster lasting relationships and encourage repeating business.





WHY TAKE THIS SHORT COURSE?

This course is designed for people who want to grow in the hospitality industry. The participants will be able to communicate professionally and provide the best experience possible to different types of customers every day from around the world.

LEARNER PROFILE

- Be 17 years old or more
- Attending the course in Siem Reap
- Motivation about learning service standards skills
- Interest for guests relations and front office

LEARNING OUTCOMES

- Understand international standards of hospitality services
- Provide professional hospitality services to customers
- Maintain the confidentiality, privacy, and safety of customers
- Work in a diverse and multicultural team
- Prioritize daily task activities at the workplace
- Maintain professional quality hospitality services to customers by using LQA standards and emotional intelligence

WHAT'S INCLUDED

- Printed/digital handouts + Library resources
- Certificate of completion

Please bring your own pen/notebook and laptop or smartphone device

TRAINER PROFILE

Mr. Hann Ann

Mr. ANN has 15+ years of experience in the hospitality industry with managerial roles in the rooms division and front office. He holds an MBA and he is an alumnus of the Front Office Operations program at EHT Paul Dubrule. He is currently a Hospitality Trainer at EHT Paul Dubrule, the team lead for our luxury standards training with Leading Quality Assurance (LQA) and chairs the Social Affairs Committee.

Dates: 26.08.2024
8 hours training
Registration deadline: 19.08.2024

Delivery method: On-site or online
Language: English or Khmer

REGISTER

Price
$50 / participant

For more info: Mrs. RIEM Borany
info@ecolepauldubrule.org
+855 (0) 70 442 284

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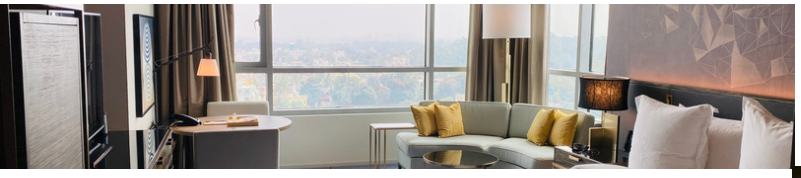
Occupational Safety & Health

Hospitality & Business Short Courses

Health and safety are measures employers must take to prevent accidents from happening in the workplace to team members and guests. This training will help to ensure employees know how to work safely and develop a positive health and safety culture.



WHY TAKE THIS SHORT COURSE?

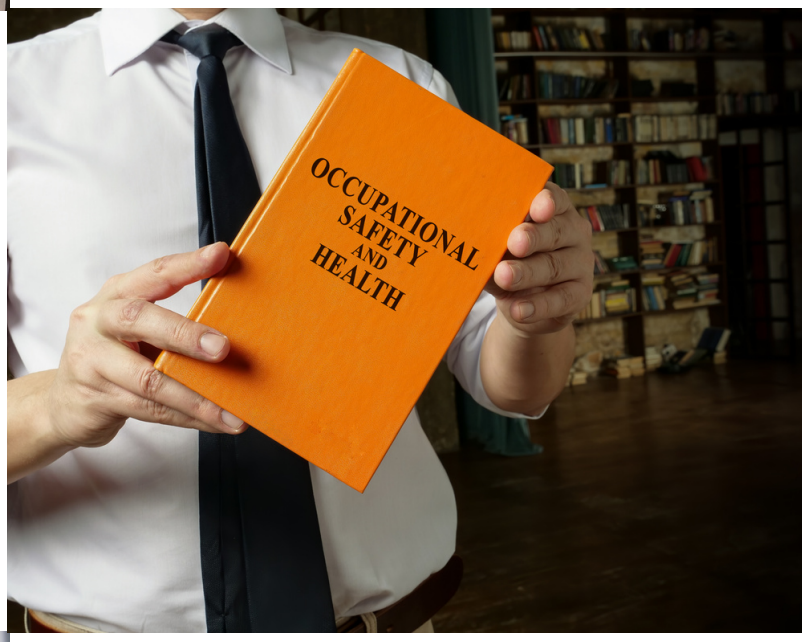
This course is designed for people who want to grow in the hospitality industry. The participants will be able to develop a positive health and safety culture for employees and guests in order to provide the best experience possible to customers. You will learn how to identify and handle specific health and safety issues related to the hospitality and tourism sector.

LEARNER PROFILE

- Be 17 years old or more
- Attending the course in Siem Reap
- Motivation about developing a safe and healthy workplace for employees and guests

LEARNING OUTCOMES

- Maintain confidentiality, privacy, and safety of customers
- Identify and prevent common risks in the hospitality and tourism industry (slips and trips, cuts, burns, manual handling, and food poisoning)
- Apply control measures, monitoring, reporting, and risk assessment.
- Promote a positive safety culture and awareness among team members and customers.



WHAT'S INCLUDED

- Printed/digital handouts + Library resources
- Certificate of completion

Please bring your own pen/notebook and laptop or smartphone device

TRAINER PROFILE

Mr. Hann Ann

Mr. ANN has 15+ years of experience in the hospitality industry with managerial roles in the rooms division and front office. He holds an MBA and he is an alumnus of the Front Office Operations program at EHT Paul Dubrule. He is currently a Hospitality Trainer at EHT Paul Dubrule, the team lead for our luxury standards training with Leading Quality Assurance (LQA) and chairs the Social Affairs Committee.

Dates: 08.11.2024
8 hours training
Registration deadline: 01.01.2024

Delivery method: On-site or online
Language: English or Khmer

REGISTER

Price
$100 / participant

For more info: Mrs. RIEM Borany
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+855 (0) 70 442 284

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HACCP: Food Safety System

Hospitality & Business Short Courses

Hazard Analysis and Critical Control Point (HACCP) is essential for a good understanding of food safety management practices. HACCP is a management tool for ensuring food safety. It is based on prevention – identifying possible hazards before they occur and defining control measures to maximize food safety at every step of the food production and handling processes.

WHY TAKE THIS SHORT COURSE?

This course is designed for people who want to grow in the hospitality industry and develop a food business. By adopting HACCP, the participants will be able to further improve their control of hazards and, thus, considerably enhance their confidence in the safety of their final products.

LEARNER PROFILE

- Be 17 years old or more
- Attending the course in Siem Reap
- Motivation about learning food safety system procedures
- Interest for food business and culinary arts

LEARNING OUTCOMES

- Understand international standards of food business
- Learn to prevent, eliminate or reduce food safety hazards
- Be able to develop, implement and maintain a HACCP plan for your daily operations
- Comply with the legal requirements and standards for food safety and hygiene.
- Maintain the safety of customers

WHAT'S INCLUDED

- Printed/digital handouts + Library resources
- Certificate of completion

Please bring your own pen/notebook and laptop or smartphone device

TRAINER PROFILE

Mr. Sim Seng

Mr. SENG is a Master ASEAN trainer and a senior culinary arts teacher. He has 20+ years of experience in multiple culinary functions. He has worked as an executive chef and culinary instructor in upscale hotels and training institutions in Cambodia. He is currently the Head Chef at EHT Paul Dubrule.

Dates: 24.05.2024
8 hours training
Registration deadline: 17.05.2024

Delivery method: On-site or online
Language: English or Khmer

REGISTER

Price
$100 / participant

For more info: Mrs. RIEM Borany
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École d'Hôtellerie et de Tourisme Paul Dubrule

PASSPORT TO EXCELLENCE

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