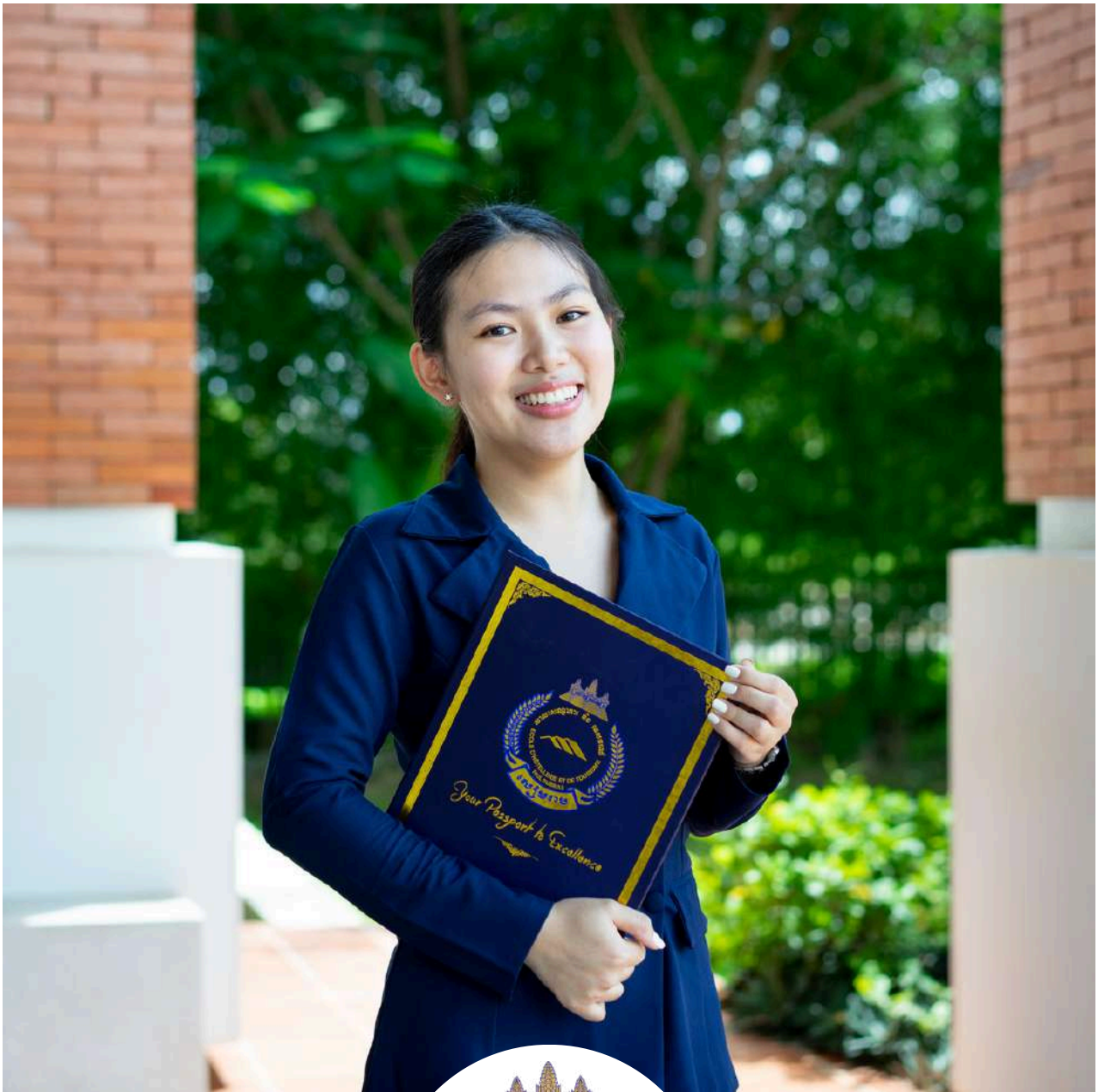


# EHT Short Courses

## Hospitality & Business



# 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.

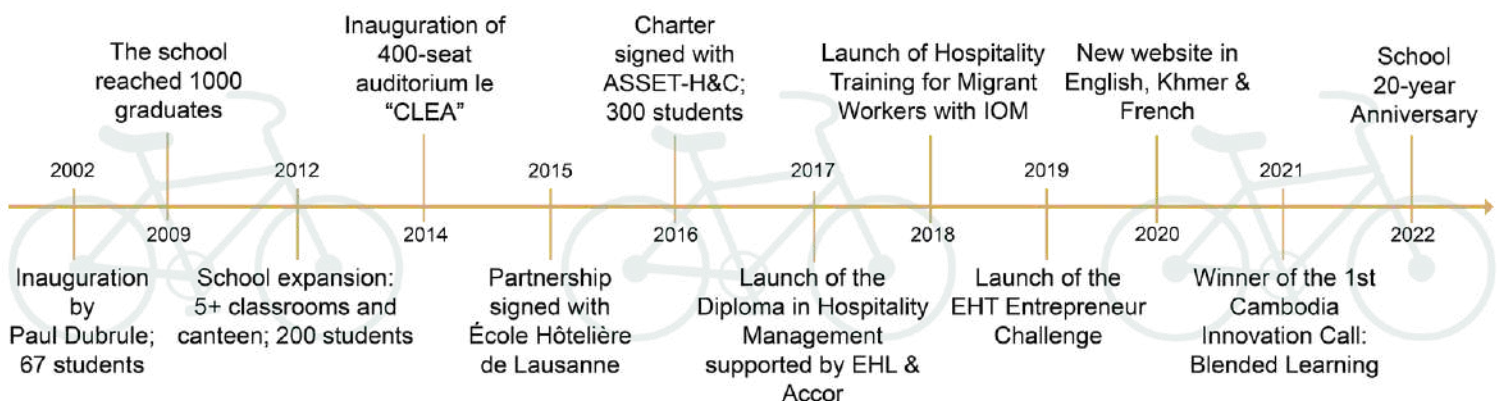


**François Schnoebelen**

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.

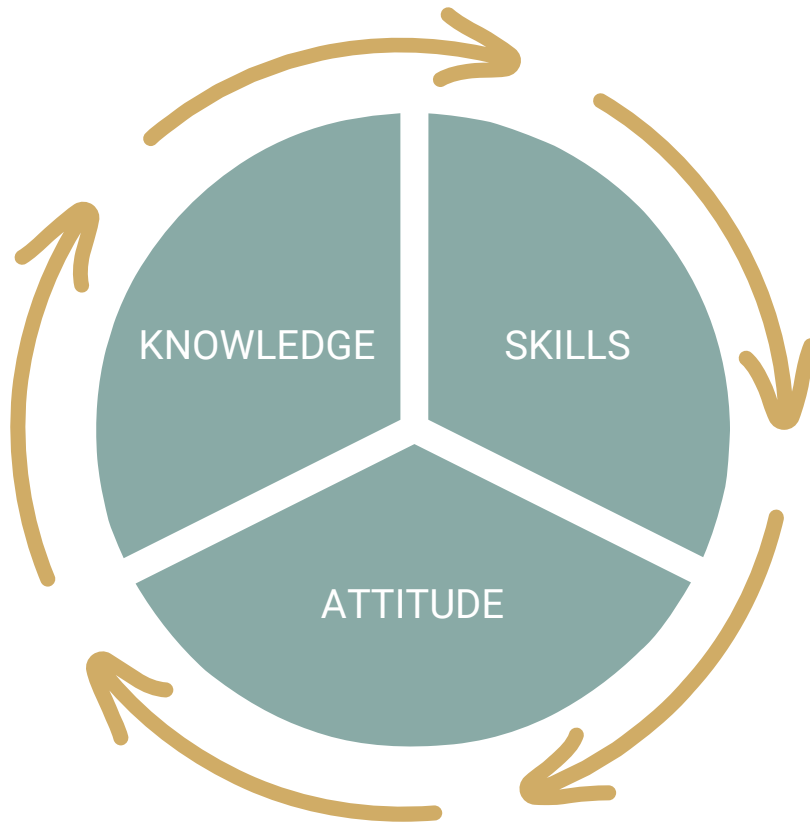


# EHT Learning Experience


## COMPETENCY-BASED MODEL


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

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



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

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

 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.


REVERSE PEDAGOGY

EXPERIENTIAL EDUCATION

SOCIAL LEARNING

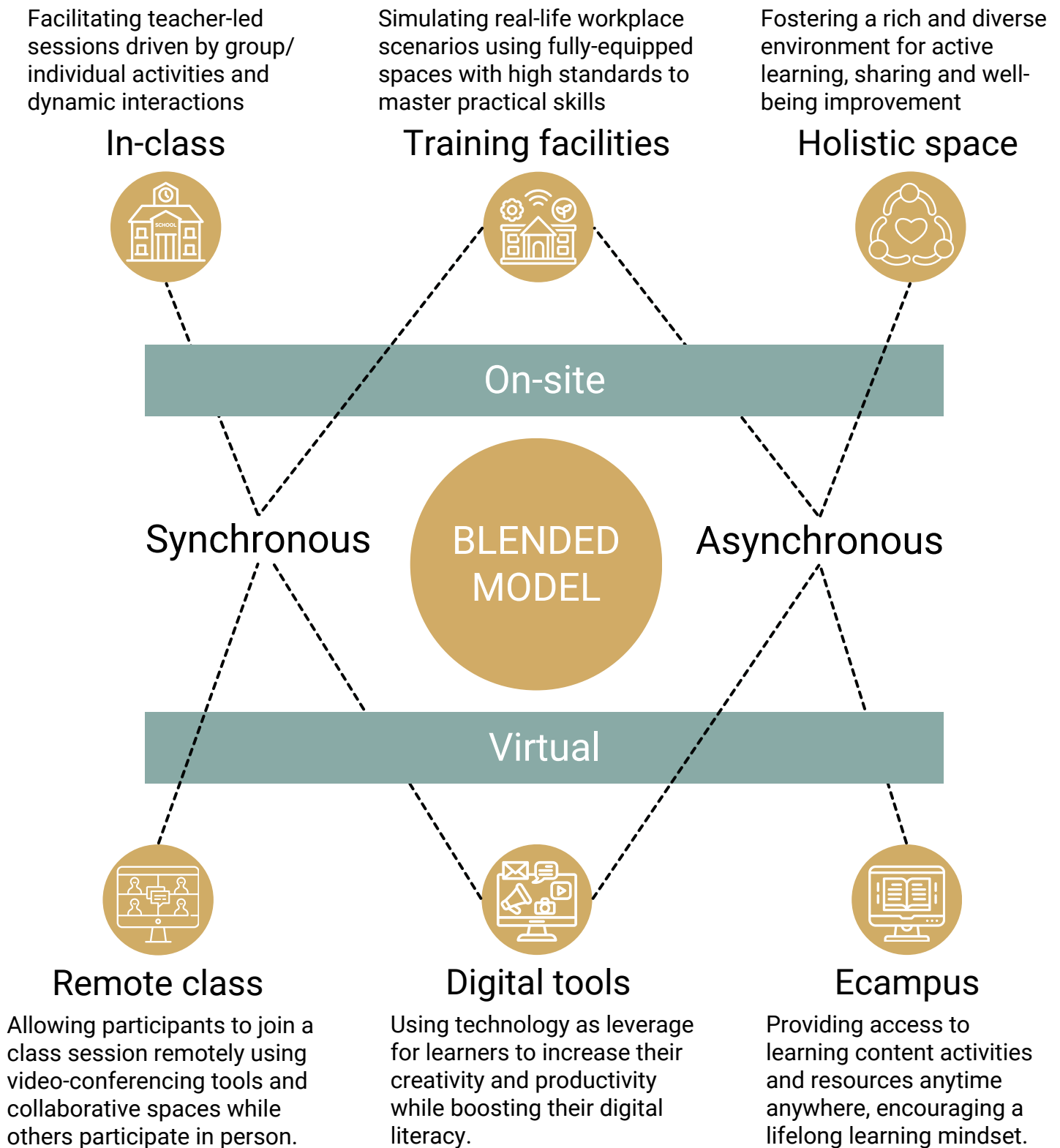
LIFELONG LEARNING MINDSET

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.

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



# EHT Learning Ecosystem



# TRAINING PACKAGES FOR ORGANIZATIONS

Hospitality & Business



# 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@ecolepauldubrulle.org](mailto:director@ecolepauldubrulle.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





# 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



# EHT SHORT COURSES FOR INDIVIDUALS

Hospitality & Business





# 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](mailto:info@ecolepauldubrule.org)

+855 (0) 70 442 284



# EHT Short Courses - Calendar (Individuals)

## January

## February



Manage and Resolve Conflict Situation



Sustainability in Tourism

## March

## April



English in Hospitality



Revenue Management



Events Management

## May

## June



Leadership



Talent Management



Food and Beverage Cost Control



Manage Human Resources  
(Payroll, Labour Law)

## July

## August



Reputation Management and  
Sales Operations



Decision-making

## September

## October



Project Management



HACCP: Food Safety System

## November

## December



Occupational Safety & Health



Chinese in Hospitality



International Standards for Hospitality



Service expert with luxury standards

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



## 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

- 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.

## 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.



**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  
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+855 (0) 70 442 284



### 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.



### 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.



### 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.



### REGISTER



**Dates:** 22.04-26.04.2024

**Registration deadline:** 01.07.2024



**Price**

\$150 / participant



**Delivery method:** On-site or remote, interactive sessions

**Language:** English



**For more info:** Mrs. RIEM Borany

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## 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.



## 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



## 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.



## REGISTER



**Dates:** 10.06-14.06.2024

**Registration deadline:** 10.06.2024



**Delivery method:** On-site or remote, interactive sessions

**Language:** English



**Price**

\$150 / participant



**For more info:** Mrs. RIEM Borany  
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### WHY TAKE THIS SHORT COURSE?

This short course will allow you to develop essential leadership skills such as 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.

### 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 persuasive 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.

### 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.



**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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+855 (0) 70 442 284



## 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!



## 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



## 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.



**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

info@ecolepauldubrulle.org

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## 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.

## 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

## 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 retention? 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.



**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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## 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 environment.

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.



## 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.



## 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.



**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

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### 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)

- 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.



### 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.



**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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### 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.



### 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.



### 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.



### REGISTER



**Dates:** 19.02-23.02.2024

**Registration deadline:** 19.02.2024



**Price**

\$150 / participant



**Delivery method:** On-site or remote, interactive sessions

**Language:** English



**For more info:** Mrs. RIEM Borany

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+855 (0) 70 442 284





### 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.



### 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.



### 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 Dubrulle, 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.



**Dates:** 16.09-20.09.2024

**Registration deadline:** 16.09.2024



**Delivery method:** On-site or remote, interactive sessions

**Language:** English

### REGISTER



**Price**

\$150 / participant



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



### 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.



### 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.



### 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.



**Dates:** 19.08-23.08.2024

**Registration deadline:** 19.08.2024



**Delivery method:** On-site or remote, interactive sessions

**Language:** English

### REGISTER



**Price**

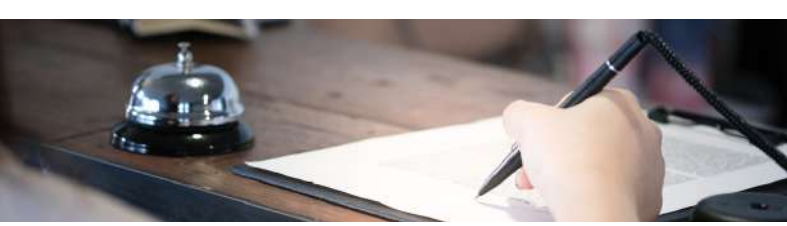
\$100 / participant



**For more info:** Mrs. RIEM Borany

info@ecolepauldubrule.org

+855 (0) 70 442 284



### 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

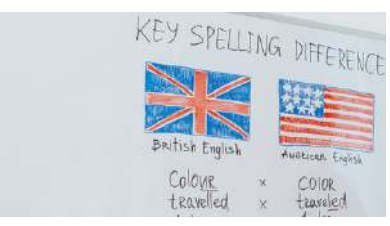
- Be 17 years old or more
- Attending the course in Siem Reap
- Be working in the hospitality industry
- Interest in English and communication

### 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





### 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  
+855 (0) 70 442 284



# 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.

## REGISTER



### Price

\$100 / participant



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



### Dates: Open ended

16 hours approximately

Registration deadline: 15.11.2024



### Delivery method: On-site

Language: English or Khmer







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 Dubrulle. He is currently a Hospitality Trainer at EHT Paul Dubrulle, the team lead for our luxury standards training with Leading Quality Assurance (LQA) and chairs the Social Affairs Committee.



**Dates:** Open-ended  
8 hours training

**Registration deadline:** 01.11.2024



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

### REGISTER



**Price**  
\$50 / participant



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



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

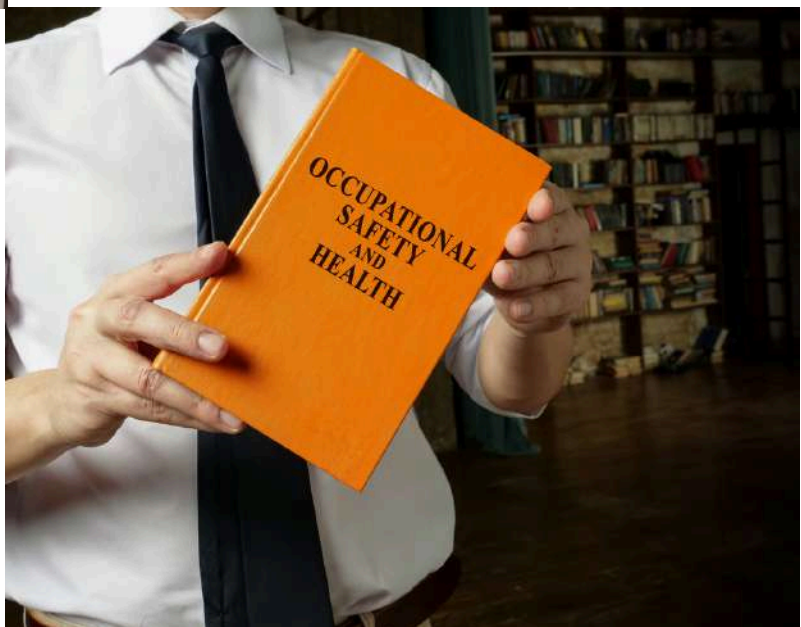
- Maintain confidentiality, privacy, and safety of customers
- Identify and prevent common risks in the hospitality and tourism industry (slips and trips, cuts, burns, manual handling, and food poisoning)
- Apply control measures, monitoring, reporting, and risk assessment.
- Promote a positive safety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

## REGISTER



**Price**  
\$100 / participant



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

**Dates:** Open ended  
8 hours training  
**Registration deadline:** 15.11.2024

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





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:** Open ended  
8 hours training  
**Registration deadline:** 11.10.2024



**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

[ecolepauldubrule.org](http://ecolepauldubrule.org)

National Road 6, Siem Reap-Angkor,  
Cambodia

+855 (0)63 963 672 | +855 (0)95 219 994  
[info@ecolepauldubrule.org](mailto:info@ecolepauldubrule.org)



## WHY TAKE THIS SHORT COURSE?

Taking this short course can provide individuals with the knowledge and skills necessary to identify and manage workplace hazards, reduce the risk of accidents and injuries, and ensure compliance with relevant safety regulations. This can help to create a safer work environment and protect both themselves and their colleagues.

For the people management part of the short course, it can help you develop essential skills to effectively lead and motivate a team, improve communication, and foster a positive work culture. It can also enhance your career prospects and increase your earning potential.

## LEARNING OUTCOMES

- Understanding the principles of safety management
- Developing skills in identifying and assessing potential safety hazards and risks in the workplace.
- Learning effective strategies for implementing safety management programs and protocols to prevent workplace accidents and injuries.
- Develop effective communication and conflict resolution skills to build positive relationships with team members.
- Develop strategies for motivation, coaching, and performance management to enhance employee engagement and productivity.

## COURSE OVERVIEW

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

**Day 1:** Principles of safety management

Identify and assess potential safety hazards

**Day 2:** Strategies for implementing safety management programs

Protocols to prevent workplace accidents and injuries

**Day 3:** Case study on Safety Management

Learn from a real situation.

**Day 4:** Effective communication and conflict resolution

Build positive relationships with team members

**Day 5:** Strategies to increase employee engagement and productivity

Strategies for motivation, coaching and performance management.

## 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

**Sofitel**

With a degree in occupational health and safety and human resources, he/She has 15+ years of experience in the hospitality and tourism industry namely in safety and human resources. He/She is currently working as a manager in the Sofitel, Siem Reap, Cambodia.



**Dates:** 10-14 July 2023

**Registration deadline:** 9 July 2023

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

**REGISTER**



**Price**  
\$100 / participant

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

**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.

**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.

**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.

**Dr. Zach Pang**

He has 10+ years of experience as a researcher in various areas including leadership. He currently works as a Senior Scientist / Team lead at BTI Singapore and acts as a visiting lecturer at EHL Singapore among other higher education institutions. He holds a Ph.D. from the Imperial College London and an MBA from a US-based online university.

**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.

**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.

**Mr. Renaud Dion**

With over 10 years of experience in the hospitality industry, Renaud has grown expertise in Revenue Management holding leadership roles for various hospitality groups. Today, he is the founder of a successful concept bar & eatery in Siem Reap and Phnom Penh. He holds a master's degree in business administration, specializing in revenue management.

**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.

**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.

## WHY TAKE THIS SHORT COURSE?

Taking a business English short course can help improve your communication skills in a professional setting, which can lead to better job opportunities, increased confidence, and more effective communication with colleagues and clients. It can also help you to better understand and use business terminology and etiquette when communicating professionally through emails.

## 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. Martijn van Rijnsoever

Currently a business consultant, educated in international business studies and has 16 years of experience working in international companies all over the globe.

## LEARNING OUTCOMES

- Improved ability to write clear and concise emails in English for business purposes.
- Increased familiarity with business English vocabulary and phrases commonly used in emails.
- Improved grammar and punctuation skills for written English communication.
- Improved ability to tailor email tone and language to different business contexts and audiences.
- Enhanced knowledge of email etiquette and best practices for professional communication in English.

## COURSE OVERVIEW

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

### Day 1: Introduction to English Business Email Writing

Learn the fundamentals and understand the importance of communicating through email in business.

### Day 2: Email etiquette and best practices for professional communication

To add a line about the day

### Day 3: Effective writing techniques for emails

Tone, structure and formatting

### Day 4: Common business email scenarios

Requesting information, making inquiries, and responding to complaints

### Day 5: Advanced business email topics

Negotiating via email, crafting persuasive messages, and using email for networking and relationship-building.



**Dates:** 29 May - 2 June 2023  
**Registration deadline:** 28 May 2023

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

## REGISTER



**Price**  
\$100 / participant

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

# Hospitality & Business - Short Courses

## 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 to acquire these skills through micro-learning, live group coaching, 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



### Tailor-made Packages for organisations

Contact us to create your custom package



**Delivery method:** On-site or remote, interactive sessions

**Language:** English



### Schedule

1 week | 15 hours

Monday to Friday, 18:00 to 21:00



### More information

Mrs. RIEM Borany

[info@ecolepauldubrule.org](mailto:info@ecolepauldubrule.org)

+855 (0) 70 442 284

## CALENDAR

