

# ESSENTIALS OF GUEST SERVICES

July 11 – 12, 2024

Venue: PIM, Islamabad.

Rs. 31,000/=

## COURSE UTILITY:

- Clarity in service role
- Eye for detail
- Guest interaction skills
- Handling Complaints
- Ingenuity in guest service
- Absorption of that X factor in guest service

## WHO MUST ATTEND?

- Young budding
- Hotel/Restaurant Managers

## COURSE CONTENTS:

- Identify your role as a serviceman.
- Guest service and good guest service
- Identify your guest
- Your own signatures on guest service
- Being proactive on guest service cycle
- Exceeding guest expectations
- Handling irate guests
- Guest/Employer service through upselling
- The magic of ingenuity in guest service

## TRAINER'S PROFILE:

Mr. Ali Hmran Hamdani comes with 35 years of Hospitality Management experience, inland and abroad. Trained and qualified with distinction from Pakistan Institute of Management and Al Badar Sheraton Hotel Jeddah Saudi Arabia. Mr. Hamdani served in all different management positions at Peral Continental Hotel Rawalpindi PC Bhurban, Shangrila Resorts, United Nations Club House and Pakistan Ordnance Factories Hotel and Club Wah Cantt as General Manager, offers a rich Hospitality Management experience to share with the hotel Managers.

## **FOR DETAILS AND REGISTRATION**

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