E-Learning Course Catalogue

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E-LEARNING COURSE CATALOGUE

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01. Soft Skills for Frontline Employees
Ideal for: *Operational & Frontline Employees*

01-01	Grooming & Personal Hygiene
01-02	Etiquettes – Professional & Social
01-03	Effective Communication Skills
01-04	Professional Telephone Handling
01-05	Standard Phrases for Customer Interactions
01-06	Effective Body Language
01-07	Effective Interpersonal Skills
01-08	Quality Customer Service
01-09	Successful Complaint Handling
01-10	Sales Skills for Frontline Professionals

02. English at Workplace
Ideal for: *Operational & Frontline Employees*

02-01	Introduction and Greeting
02-02	Sentence Logic
02-03	Simple Present Tense
02-04	Prescription for Description
02-05	Using verbs effectively
02-06	Nouns & Pronouns
02-07	Being assertive & polite
02-08	Using articles & adjectives effectively
02-09	Present Continuous Tense & Conjunctions
02-10	Understanding Verb Laws and Nouns
02-11	Past and Past Continuous Tense
02-12	Using punctuations effectively
02-13	Simple Future Tense
02-14	General Errors in English
02-15	Speaking Professional English

03. Supervisory & Managerial Effectiveness
Ideal for: *Supervisors & 1st Level Managers*

03-01	Creative problem solving
03-02	Effective Complaint Handling
03-03	Managing Team Successfully
03-04	Dealing with Employee Absenteeism
03-05	Motivating and Energizing Team Members
03-06	Managing Conflicts Effectively
03-07	Running Meetings Effectively
03-08	Facilitation Skill for Managers
03-09	Interpersonal Skills for managers
03-10	Improving Personal Productivity
03-11	Effective Presentation Skills
03-12	Stress Management
03-13	Time Management

04. Management Development
Ideal for: *Managers*

04-01	Negotiation skills
04-02	The Modern Manager
04-03	Introduction to Strategy
04-04	Quality Management Systems
04-05	The Work Organization
04-06	Managing Organizational Issues
04-07	The Customer Driven Organization
04-08	Benchmarking
04-09	Project Management
04-10	Managing & influencing stakeholders
04-11	Adapting to change
04-12	Understanding Enterprise Dynamics
04-13	Understanding Group Dynamics

03. Supervisory & Managerial Effectiveness

05. Leadership Development
Ideal for: *Managers & Leaders*

05. Leadership Development

05-01	Understanding Organizational Behaviour
05-02	Influencing Organizational Culture
05-03	Strategic Measurement & Management
05-04	Effective Organizational Structures
05-05	Strategic Decision Making
05-06	Introduction to leadership
05-07	Leading & Managing change Successfully
05-08	Coaching & Mentoring Skills for Leaders
05-09	Developing your Leadership Skill
05-10	Leadership & Delegation
05-11	Leadership & Influence
05-12	Strategy, Leadership & Culture
05-13	The Modern Change Leader

06. Human Resource Management
Ideal for: *Managers & Leaders*

06-01	360 Degree Feedback
06-02	Understanding Job Competencies
06-03	Training Needs Analysis
06-04	Recruitment & Selection
06-05	Job Analysis
06-06	Job Design
06-07	Conducting Performance Appraisal
06-08	Interviewing Skills
06-09	Human Resource Management

07. Sales & Marketing
Ideal for: *Managers & Leaders*

07-01	Introduction to Sales Fundamentals
07-02	Introduction to the Sales Cycle
07-03	Preparation & Investigation for Sales
07--04	Presentation & Justification for Sales
07-05	Rectification in Sales Process
07-06	Consummation, Manifestation & Evaluation
07-07	The Sales Process & Professional Selling Skills
07-08	Customer Relationship Management
07-09	Telesales - Selling over the Phone

08. Finance for Non Finance Managers
Ideal for: *Managers & Leaders*

08-01	Understanding Financial Statements
08-02	Fundamentals of Financial Accounting
08-03	Financial Analysis Using Ratios
08-04	Managing Risk, Reward & Time Value of Money
08-05	Budgeting Fundamentals

07. Sales & Marketing

09. First Aid (Theory)

09. First Aid (Theory)
Ideal for: *All Employees*

09-01	Introduction to basic principles of first aid
09-02	Wounds & bleeding
09-03	Animal bites & stings
09-04	Fracture & soft tissues injuries
09-05	Handling & transportation of the injured
09-06	Cardio Pulmonary Resuscitation
09-07	Handling breathing difficulties
09-08	Handling an unconscious patient
09-09	Responding to eye injuries
09-10	Burns injury & management
09-11	Management of medical emergencies
09-12	Mass casualty & evacuation

10. Corporate Compliance
Ideal for: *All levels*

10-01	Prevention of Sexual Harassment
10-02	Anti Bribery
10-03	Code of Conduct
10-04	Corporate Security
10-05	HSE Policy & Standards

OPERATIONAL EXCELLENCE
11. Fundamentals of LEAN
Ideal for: *Anyone involved with improvement*

10101	Introduction to LEAN
11-02	Specifying value & identifying wastes
11-03	Identify & map the value stream
11-04	Creating flow
11-05	Responding to customer pull
11-06	Pursue perfection

OPERATIONAL EXCELLENCE
12. 6 Sigma: Yellow Belt Training
Ideal for: *Anyone involved with improvement*

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12-01	Introduction to Six Sigma & DMAIC
12-02	Define a problem
12-03	Measure & collect data
12-04	Analyse & identify root causes
12-05	Improve & implement solutions
12-06	Control & sustain the gains

OPERATIONAL EXCELLENCE
13. LEAN 6 Sigma Tools
Ideal for: *Anyone involved with improvement*

13-01	Definition tree
13-02	Risk management plan
13-03	SIPOC
13-04	Capability analysis for attribute data
13-05	Capability analysis for continuous data
13-06	Data collection plan with operational definitions
13-07	Gage R and R
13-08	Interpret basic statistics and types of data
13-09	Make graphs in Minitab
13-10	Manipulate data in Minitab
13-11	MSA for attribute data
13-12	MSA for continuous data
13-13	Normality test and identify distributions
11-14	Value stream map
11-15	1 Proportion Test
11-16	1 Sample T Test
11-17	2 Proportion Test
11-18	2-Sample T Test
11-19	2-Variance test and test for equal variances
11-20	ANOVA test
11-21	Cause and Effect tools
11-22	Chi-square goodness of fit test
11-23	Chi-square test for association
11-24	Correlation and regression analysis
11-25	Interpret and use Lean time concepts
11-26	Monte Carlo analysis using Minitab
11-27	Multiple regression analysis
11-28	Multi-vari charts in Minitab
11-29	Non-normal data and use non-parametric tests
11-30	Paired t test
11-31	Process map
11-32	Failure mode and effects analysis (FMEA)
11-33	Force field analysis
11-34	Idea generation techniques
11-35	Solution selection techniques
11-36	Statistical Process Control and Control Charts
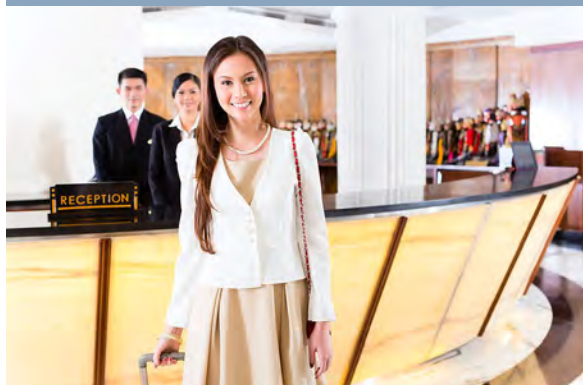
14. Front Office Essentials
Ideal for: *All Front Office Staff*

14-01	Front Office Operational Tasks (56 e-SOPs))
14-02	Preparation & Review of the Night Audit
14-03	Property Management Systems
14-04	Revenue Management
14-05	System wide Reservations
14-06	Managing Hospitality
14-07	Managing the Front Office Financial

15. Housekeeping Essentials
Ideal for: *All Housekeeping Staff*

15-01	Housekeeping Operational Tasks (22 e-SOPs)
15-02	Directing & Controlling the Housekeeping
15-03	Managing Staffing & Productivity
15-04	Housekeeping & Principal of Management
15-05	Public area cleaning - In-house or Out Sourced
15-06	Safeguarding Hotel Assets

16. F&B Service: Restaurant Essentials
Ideal for: *All Restaurant Service Staff*

16-01	F&B Service Operational Tasks (62 e-SOPs)
16-02	Common Crockery, Cutlery & their Usage
16-03	Common Glassware & their Usage
16-04	Restaurant Table Setting
16-05	Meeting, Greeting & Seating Guests
16-06	Taking Orders & Upselling
16-07	Common Service Types
16-08	Silver Service Basics
16-09	Handling Restaurant Equipment
16-10	Common Bar Equipment
16-11	Handling Payments & Seeing Off Guests
16-12	Cigar & Cigarette
16-13	Herbs Seasoning and Flavour
16-14	Salads & Dressings
16-15	Customer Service Through Selling
16-16	Restaurant Sales Techniques

17. F&B Service: Banquet Essentials
Ideal for: *All Banquet Service Staff*

17-01	Room And Table Set Up
17-02	Water & Wine Service
17-03	How To Carry 3 Plates
17-04	Clearing Procedures & Table Maintenance
17-05	Sweep Service
17-06	Tray Service
17-07	French Service

18. Kitchen
Ideal for: *All Kitchen Operational Staff*

18-01	Kitchen Operational Tasks (33 e-SOPs)
18-02	Food Poisoning - Causes & Prevention
18-03	Food Safety Hazards for Food Handlers
18-04	HACCP Principles And Practices
18-05	Kitchen & Restaurant Sanitation
18-06	Introduction to HACCP
18-07	Food Safety Hazard

19. Hospitality Security & Anti-Terrorism
Ideal for: *Managers, Frontline & Security*

19-01	Security Operational Tasks (38 e-SOPs)
19-02	Threats to the hospitality sector
19-03	Case studies of major terrorist attacks on hotels
19-04	Indicators of terrorist attacks & threat mitigation
19-05	Emergency response procedures
19-06	Securing hotel parking lots
19-07	Managing risks & planning security for a hotel
19-08	Physical security & good security housekeeping
19-09	Recognizing & detecting an explosive device

20. The Evolution of Service (Audio Series)
Ideal for: *All levels*

20-01	The Evolution of Service - Module 01 (Audio Book)
20-02	The Evolution of Service - Module 02 (Audio Book)
20-03	The Evolution of Service - Module 03 (Audio Book)
20-04	The Evolution of Service - Module 04 (Audio Book)
20-05	The Evolution of Service - Module 05 (Audio Book)
20-06	The Evolution of Service - Module 06 (Audio Book)
20-07	The Evolution of Service - Module 07 (Audio Book)
20-08	The Evolution of Service - Module 08 (Audio Book)
20-09	The Evolution of Service - Module 09 (Audio Book)
20-10	The Evolution of Service - Module 10 (Audio Book)

About Tiphunzire

Tiphunzire is Learning Management System and e-content solu ons provider. We have partnered with e-University in Singapore to provide this list of courses.

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