

# About Trainer Ms Jesal M Thaker

A Hotel Management professional with hands on experience in the Hotel industry and teaching in Hotel Management Institute from last 15 plus years, has help me to design Soft Skill training programs as per the need of the service industry.

Communication and Soft Skill training for your staff is the game changer. With multiple options available to buyers/guests/clients in every field, (be it hotels. Resorts, restaurants, hospitals, banks, showrooms etc.) effective people contact plays the most important role in retaining your customers/guests and achieve consistent business growth by attracting new clients.

With my expertise and experience, your Human Resources will be trained in Communication Skills as per your business organization.

Staff turnover is a major problem in all fields of business, regular training will not only motivate and retain the staff, but also help you maintain your high standards and reduce staff turnover. The result is guest satisfaction, which leads to more business and revenue generation.

Communication and Soft Skill training offered for staff at:

- Hotels
- Hospitals
- Banks
- Students
- Resorts
- Restaurants
- Corporate offices
- Showrooms (automobile, jewelry, etc.)

A 90 minute introductory session is conducted with all your staff. As per your organization requirement, we design the syllabus and a customized training program. During the next session the staff is trained department-wise like front office, housekeeping, nursing staff, F & B service staff for 90 min each along with situation handling and role play. Then continual sessions are conducted every two months so as to maintain the highest standards of customer satisfaction, repeat business and staff retention.

Simply call/email us now for your business success!!!