

ACE TRAINING CALENDAR: MARCH - MAY 2021				
Course Title	Suitability	Mar-21	Apr-21	May-21
WSQ Apply Upselling and Suggestive Selling Techniques (3 days)	All Ops Staff	At ACE: 1 - 3 Mar		At ACE: 3 - 5 May
WSQ Handle Guests/Customers Concerns and Feedback w/E-Learning (3 days)	All Ops Staff	At ACE: 4 - 5, 8 Mar		At ACE: 6 - 7, 10 May
WSQ Provide Reservation Services (4 days)	All Ops Staff	At ACE: 9 - 12 Mar		At ACE: 11 - 12, 14, 17 May
WSQ Provide Front Office Services (5 days)	All Ops Staff	At ACE: 15 - 19 Mar		At ACE: 18 - 21, 24 May
WSQ Service Guestrooms/Service Apartments (4 days)	All Ops Staff	At ACE: 29 Mar - 1 Apr		At ACE: 25, 27-28, 31 May
WSQ Promote Tourism (4 days)	All Ops Staff	At ACE: 22 - 25 Mar		
WSQ Service Challenges (5 days)	Supervisors/New Managers			
WSQ Supervise Reservation Services (5 days)	Supervisors/New Managers			
WSQ Implement Loss/Risk Prevention w/ E-Learning (4 days)	Supervisors/New Managers	ZOOM: 27 Feb - 6 Mar Saturdays full day		
WSQ Service Planning and Implementation (4 days)	Supervisors/New Managers	ZOOM: 20 - 27 Mar Tues evenings & Sat full day	At ACE: 5 - 6 Apr Mon - Tues Full day Assessment: 14 Apr	
WSQ Contribute Towards a Learning Organisation (5 days)	Supervisors/New Managers			
WSQ Manage Housekeeping Operations (5 days)	Supervisors/New Managers	At ACE: 15 - 18 Mar Mon - Thurs Full day Assessment: 26 Mar		ZOOM: 8 - 22 May Tues evenings & Sat full day
WSQ Supervise Front Office Operations (5 days)	Supervisors/New Managers			
WSQ Conduct Staff Performance Appraisal Process (4 days)	Supervisors/ Managers	At ACE: 1 - 3 Mar Mon - Wed Full day Assessment: 11 Mar		
WSQ Service Excellence w/E learning (3 days)	All Ops Staff	ZOOM: 15 - 17 Mar	At ACE: 26 - 28 Apr	ZOOM: 18 - 20 May
WSQ Provide Workplace Safety and Security (3 days)	All Ops Staff			
WSQ Housekeeping Series: Maintain Linen/Uniform Room (3 days)	All Ops Staff		At ACE: 21 - 23 Apr	
WSQ Service Public Area (4 days)	All Ops Staff		At ACE: 27 - 30 Apr	
Guest Service Interactive Skills (8 Hours)	All Ops Staff	ZOOM: 19 Mar	ZOOM: 23 Apr	ZOOM: 21 May
Supervising for Results (8 Hours)	All Ops Staff	ZOOM: 12 Mar	ZOOM: 16 Apr At ACE: 19 Apr	ZOOM: 14 May
Coach-The-Coach (8 Hours)	All Ops Staff	ZOOM: 5 Mar	ZOOM: 9 Apr At ACE: 21 Apr	ZOOM: 7 May