



Shanif Aziz

Freelance Training Consultant

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📍 Petaling Jaya, Selangor &
Kuching Sarawak

Summary

Hospitality Services Industry:

More than 25 years experience in People Development Training Program. Focus on rank and file frontliner staff up to management level base on SOP requirement. Mix and match with Japanese and American based company working experience as an inhouse trainer for hotels, hospitals and shopping mall.

Subject Matter Expert

- Rooms Division in Hotels and Resorts for frontliners and back of the house Service Protocol
- Integrated Hospital Support Environmental Services Management for Government Hospital and Private Healthcare
- **Training** : People Development Program – Operations and Soft Skill
- **Modules** : As per SOP Required – Theory and practical
- **Objective**: To create more Subject Matter Expert with a **Credible Management Tools Skillsets Component**.
- Hotels/Hospital/Mall Environmental Services (Training/Course)
- Front Office and Concierge Service Protocol (Training/Course)
- Housekeeping Standardization Technology (Training/Course)
- **Supervisory/Executive Development in** (Training/Course)
Management/Operation/Administration/Technical Skills

Education

- Ø Certificate in Hotel Tourism. (ITM)
- Ø Professional Diploma in Entrepreneurship and Business Management (UMCCed)
- Ø Executive Diploma in Occupational Safety and Health. (UTMSPACE)

Certifications

- Ø TTT National Competency Standard (NCS-004-2017) Certified Trainer (Cert: 20614)
- Ø TTT HRD Corp Certified Trainer (Cert: 8919)
- Ø JPK KSM Certified Personnel PP-PPD-PPB (Cert: 103235)
- Ø MCM Certified Speaker.

Professional Work Experience

- Ø 12 years in hotels and resort with multiple division. Hospitality services industry.
- Ø 25 years in healthcare support services since 1997 with government hospitals and private hospitals. Inhouse TVET Master Trainer for staff learning and development.
- Ø Multiple disciplines in management and administration of operational in project management, training, audit, total quality management, business development, sales and marketing especially in environmental services for healthcare.
- Ø Invited speaker by MSQH for "Environmental Services Training & Workshop Program"
- Ø Invited speaker for CME talk program at private healthcare.

Professional Affiliations/Client

Ø Kementerian Kesihatan Malaysia. Bahagian Perkhidmatan Kejuruteraan.
Ø Sime Darby Healthcare
Ø Pantai Group Healthcare
Ø KPJ Healthcare
Ø Khazanah Nasional
Ø Goldman Sachs Malaysia
Ø Mitsui (M) Sdn Bhd
Ø AEON Group Shopping Centres
Ø UEMS Edgenta Hospital Support Service. Integrated Facility Management
Ø Perbadanan Kemajuan Negeri Perak