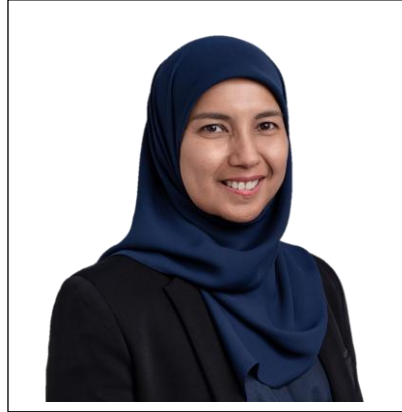


PROFILE DESCRIPTION



**Mimi Renati Zainol, Certified LEAP Facilitator, CHA, CGSP, MAHIR
Founder, MAPSS Training and Consultancy Services**

Mimi Renati is a distinguished business owner and entrepreneur with over 20 years of leadership experience in the hospitality and education sectors. Her strong focus on customer service, housekeeping and team building has propelled her to success as a *Head of Resort at Ombak Villa Langkawi*.

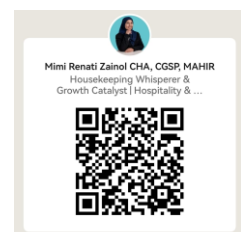
Recognized for her exceptional leadership, Mimi has a proven track record of driving revenue growth and enhancing operational performance. Notably, she led *Ombak Villa Langkawi* to achieve the highest revenue for LIMA 2023, exemplifying her commitment to excellence. She excels in training and developing teams, bridging skill gaps, and delivering unparalleled customer experiences.

Mimi's strengths lie in her ability to create a productive work environment that inspires employees to exceed performance standards. Her multitasking capabilities and cultural sensitivity foster collaboration in diverse, multicultural settings, enabling her to build rapport and enhance team dynamics.

An innovative problem-solver, Mimi effectively resolves guest complaints and generates actionable solutions, demonstrating her dedication to guest satisfaction. With a robust educational background and extensive industry certifications, she is well-equipped to navigate challenges and drive success.

She has also developed proprietary training frameworks such as **SOPAN** (Smile, Observe, Present, Acknowledge, Nurture) and **SPICE** (Simplify, Prioritize, Inspire, Clarify, Empathize), which are tailored to bridge communication gaps, enhance team collaboration, and elevate customer service excellence. These frameworks have been widely recognized for their practical application and transformative impact on hospitality professionals.

Her recognition as one of **Malaysia's Woman Leaders in 2024** further solidifies her reputation as a results-driven leader. Mimi is passionate about fostering a culture of excellence and actively seeks collaborative opportunities to contribute to organizational growth and continuous improvement.





Certificate of Accreditation

This is to certify that

Mimi Renati Binti Zainol

IC NO. 720503025660

has fulfilled the HRD Corp requirements and standard for

HRD CORP ACCREDITED TRAINER

valid from

19 Sep 2022 to 19 Sep 2027

This accreditation allows trainers to actively conduct training under various schemes available under HRD Corp platform.



Certificate Id
45f02080-c921-11ed-a6e7-055cbaa7ef9c
Trainer Id
6528
Verify Authenticity

THIS IS COMPUTER GENERATED SIGNATURE IS NOT REQUIRED



Certificate of Accreditation

*The National Tourism Professionals Board and
Tourism Professionals Board Malaysia
hereby affirms that*

Mrs. Mimi Renati Binti Zainol
(720503 - 02 - 5660)

Has fulfilled the requirements for

***ASEAN National Trainer - Front Office Division
(2017 - 2019)***

under

***The ASEAN Mutual Recognition Arrangement
on Tourism Professionals***



DATUK HJ. AB. GHAFFAR A. TAMB
Secretary General
Ministry of Tourism and Culture Malaysia

SERIAL NO: ANT/FO/160008



American Hotel & Lodging Association

upon the recommendation of the Education & Certification Advisory Council
hereby recognizes

Mimi Renati Zainol

as a

Certified Hotel Administrator



attesting to successful completion of the knowledge and experience
requirements, reflecting a commitment to maintaining the highest standards of
competence as a hospitality professional.

Issue Date August 2, 2023

Expiration Date August 2, 2028

President &
Chief Executive Officer

Certificate Number 819077d6-13c5-4927-a912-4254af4cef47

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EF153

Facilitator Certification

EnSync Learning & Performance Sdn Bhd hereby certifies you,

MIMI RENATI BINTI ZAINOL

as an **EnSync Professional WorkSkills Facilitator** and you are allowed to conduct

LEAP | Leading for Excellence, Action & Performance..

As an EnSync PWS Facilitator, you bear both the privilege and responsibility to share this knowledge with the world.

We wish you all the best and may you become a positive example for others to follow.

This certificate is awarded on the **7th of August 2024** by

MOHD NAZRIN WAHAB
PWS Founder & Master Facilitator