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Att: Mr. Ken Ng

## TESTIMONIAL

We really enjoyed the Two day session on “ Effective Hospitality Service Coaching conducted by Ken Ng. The session managed to enhance the dimension on Hospitality service and in reaching the “Wow” factor when dealing with fulfillment of Customer satisfaction

The trainer managed to provide clear guidance to the participants pertaining to the delivery of coaching sessions as an effective avenue for motivation, persuasion, knowledge, and skills enhancement to all hospitality professionals.

Ken was superb in developing the internalized elements among the participants which was the requirement to be an effective and successful service coach. The workshops managed explore the requirements for the realignment of mindset and behavior in a customer centric environment resulting in the successful delivery of the Delighting Guest Service Experience.

We would like to say “A Big Thank YOU” to Ken for his more than 100 percent effort in guiding the team participants to achieve the desired standard in “Service Coaching”.

*Your faithfully,*

**KG MOHAN**

**HUMAN RESOURCES MANAGER**



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Att: Mr. Jeremy Lee

## TESTIMONIAL

It is with great pleasure that I provide the feedback on the Train The Trainer – Experiential Learning Facilitation that I attended at Atcen Academy.

I really enjoyed this workshop as it was an “eye opener” and provided mostly “out of the box” facilitation skills. This workshop covered areas pertaining to Understanding Effective Questioning Skills , Understanding the Tools and Techniques in Generation of Facilitation , Understanding Creative and Active Reviewing and also Understanding Planning and Preparation for Facilitation a Program.

The workshop was well planned and the techniques utilized were good in triggering the mind and it actually focused on the scenarios related to working environment.

The trainer of the Workshop Mr. Jeremy Lee was excellent as he was able to retrieve the hidden talents of the participants and guided them to improve on their facilitation skills.

It was very obvious that learning approach utilized by Jeremy managed to increase the retention level of what was shared during the workshop.

*Your faithfully,*

**KG MOHAN**

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