



*Training Course:  
Advanced Service Management Workshop*

*10 - 14 February 2025  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Advanced Service Management Workshop

Training Course code: SC235470 From: 10 - 14 February 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5775 € Euro

### Introduction

The Advanced Service Management Workshop is designed to provide comprehensive knowledge and practical skills in managing service operations, focusing on contracts, maintenance, catering, and vehicles. This workshop aims to equip participants with advanced techniques and strategies to enhance efficiency, quality, and customer satisfaction in their service management roles.

### Objectives

- Understand the principles of advanced service management and its application in various sectors.
- Develop skills to effectively manage contracts and ensure compliance.
- Learn best practices for maintenance management to maximize asset performance and lifespan.
- Gain insights into catering management, including quality control and cost management.
- Master vehicle fleet management to optimize operations and reduce costs.

### Target Audience

- Service Managers and Supervisors
- Contract Managers
- Maintenance Managers
- Catering Managers
- Fleet Managers
- Professionals aspiring to advance their careers in service management

### Outlines

Day 1:

Introduction to Advanced Service Management

- Welcome and workshop overview

- The role of service management in modern organizations
- Key principles and best practices in service management
- Case studies of successful service management implementations
- Interactive session: Identifying service management challenges and solutions

#### Day 2:

##### Contracts Management

- Understanding different types of contracts and their applications
- Key elements of effective contract management
- Risk management in contracts
- Legal considerations and compliance
- Practical exercise: Drafting and reviewing service contracts

#### Day 3:

##### Maintenance Management

- Importance of maintenance management in service operations
- Types of maintenance strategies: Preventive, predictive, and corrective
- Implementing a maintenance management system
- Tools and technologies for maintenance management
- Workshop: Developing a maintenance plan for different service assets

#### Day 4:

##### Catering Management

- Overview of catering operations and management
- Quality control in catering services
- Cost management and budgeting for catering
- Health and safety regulations in catering
- Group activity: Designing a catering service plan for an event

Day 5:

#### Vehicles and Fleet Management

- Fundamentals of vehicle fleet management
- Optimizing fleet operations for efficiency
- Maintenance and lifecycle management of vehicles
- Cost reduction strategies in fleet management
- Final project: Creating a comprehensive fleet management plan

## Registration form on the Training Course: Advanced Service Management Workshop

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....

Position: .....

Telephone / Mobile: .....

Personal E-Mail: .....

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### Company Information

Company Name: .....

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### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....

Position: .....

Telephone / Mobile: .....

Personal E-Mail: .....

Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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### Easy Ways To Register

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