

## **ROSMAWATI MOHAMED (ROSE)**



With over 15 years in the hospitality industry and a decade as a certified beauty consultant, Rosmawati Mohamed, or Rose, combines expertise, leadership, and passion in her professional journey.

Starting at Shangri-La Singapore as a Front Desk Agent and Rooms Controller (2000–2005), Rose honed her guest relations and operational skills in a luxury environment. She then advanced at Shangri-La Hotel Kuala Lumpur as Front Desk Supervisor and Assistant Guest Service Manager – Concierge (2005–2008), where her leadership ensured exceptional guest experiences. At The Westin Kuala Lumpur, she excelled as Service Express Assistant Manager and later Command Centre Manager (2008–2013), streamlining call center operations and enhancing guest services. Her adaptability was further showcased at Aloft Kuala Lumpur Sentral as Duty Manager – Anytime Anywhere (2014–2015), where she managed teams with precision and delivered outstanding service. Driven by her passion for professional development, Rose transitioned to an Independent Beauty Consultant, delivering grooming and beauty training for top hotels such as Sunway Resort Hotel & Spa, Westin Kuala Lumpur, and Marriott Hotel Kuala Lumpur.

An HRDCorp Accredited Trainer and Certified VLC, she designs impactful training programs, leveraging her SKM Beauty Service Level 1 and Professional Makeup credentials to guide participants in grooming and presentation. Rose’s internal certifications, including Train the Trainer (Westin Kuala Lumpur) and Front Office Operations from Shangri-La Academy Beijing, complement her Diploma in Secretarial and Office Automation, ensuring a meticulous approach to training.

She has led transformative programs like Professional Grooming & Business Etiquette for NAFAS, and Professional Image of Talent Cast in Hospitality (PITCH) for luxury properties such as Datai Langkawi, Westin Langkawi and Renaissance JB, earning her recognition across the industry. As a guest speaker at events such as University Malaya Career Day Webinar, Rose inspires future leaders with her insights.

Her dynamic personality, bilingual skills, and engaging style create inclusive learning experiences, empowering individuals and teams to refine skills, build confidence, and achieve their potential. Rose’s commitment to excellence ensures her sessions leave participants inspired and prepared to succeed.