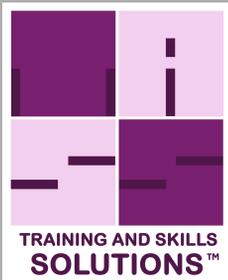


TRAINER PROFILE

Tasriff Mokhtar



Trainer Registration Details

Name: Mohd Tasriff bin Mohd Mokhtar

HRD Corp Trainer ID:
14891

Contact Number:
012-5545656

Email:
tasriff.global@gmail.com

Academic Qualification

Qualification	Academic Institution	Year Awarded
Post Graduate Certificate	University of Derby UK	2013
Executive Diploma in Business Management	Open University Malaysia	2009

Professional Qualification

Professional Certification	Certification Body	Year Awarded
HRD Corp Accredited Trainer #14891	HRD Corp	2024
Virtual Learn Caster #VLC058	EnSync Learning Sdn Bhd	2021
Certified Trainer: Loss Prevention Initiatives	Marriott Hotels and Resorts	2017
Certified Trainer: ABC for Housekeeping	Marriott Hotels and Resorts	2016
Certified Trainer: Presentation Skills (PS)	Starwood Hotels and Resorts	2006
Certified Trainer: Professional Selling Skills (PSS)	Starwood Hotels and Resorts	2006
Certified Trainer: Behavioral Interview Program (BI)	Starwood Hotels and Resorts	2005
Certified Trainer: Leadership University (SCLU)	Starwood Hotels and Resorts	2005

TRAINER PROFILE

Tasriff Mokhtar



Tasriff is a passionate Hospitality Coach dedicated to helping fellow hoteliers evolve and grow in their careers. He specializes in Supervisory and Management Development Programs, as well as Service Culture Transformation, focusing on inspiring individuals and improving professional outcomes in hotel operations.

Armed with a degree in Business Management from the University of Derby, UK, and a remarkable 28-year tenure in hotel operations, Tasriff has conducted numerous training workshops for both rank-and-file staff and managers across Malaysia and neighbouring countries like Vietnam, Indonesia, and Thailand.

A key aspect of Tasriff's career was his leadership in the Rooms Division, where he managed Front Office and Housekeeping operations while also overseeing smaller departments like Recreation, Security, and Spa. He is certified by Starwood Hotels and Resorts as a Service Culture Trainer and Champion, as well as a Regional Trainer for ABC for Housekeeping, Professional Selling Skills, and Presentation Skills. Under Marriott Hotels and Resorts, Tasriff is also certified as a Loss Prevention Trainer and Champion, and Food Safety and Hygiene Champion.

With his vast experience in hotel operations, Tasriff's unique approach incorporates real-life examples in his training workshops and activities, ensuring that participants gain an immersive learning experience that is both relevant and engaging. Clients can also benefit from complimentary post-workshop coaching and ongoing online learning support.

Years of Career Experience

Current Company	:	Training And Skills Solutions
Position	:	Professional Certified Facilitator
Year From	:	2019
Year To	:	Present

Previous Companies

Company	Position	Year From	Year To
The Andaman A Luxury Collections Resort	Executive Assistant Manager	2015	2018
The Andaman A Luxury Collections Resort	Director of Rooms	2012	2015
Four Points by Sheraton	Resort Manager	2011	2012
Sheraton Langkawi Beach Resort	Director of Rooms	2010	2011
The Westin Resort Nusa Dua Bali	PSS Trainer (Task Force)	2006	2006
Le Meridien Jakarta	PSS Trainer (Task Force)	2006	2006
Sheraton Langkawi Beach Resort	Front Office Manager (EXCOM)	2004	2010
The Laguna A Luxury Collections Resort	Front Office Manager (Task Force)	2004	2004
Sheraton Langkawi Beach Resort	Front Office Manager	2003	2004
Sheraton Saigon Hotel & Towers	Front Office Trainer (Task Force)	2003	2003
Sheraton Langkawi Beach Resort	Reception Manager	1995	2003
Sheraton Langkawi Beach Resort	F&B Assistant Manager	1993	1995
Sheraton Langkawi Beach Resort	F&B Associates	1991	1993
Burau Bay Resort Langkawi	F&B Associates	1990	1991



Recent Training Conducted

No	Training Programs Conducted	Year From	Year To
1	Activating and Developing Inspirational Leadership Qualities (ADIL) for Plenitude Hotels Managers at Mercure Penang	5 th August 2024	6 th August 2024
2	Activating and Developing Admirable Behaviors (ADAB) at Dorsett Hotel Kuala Lumpur	June 2024	September 2024
3	Team Experience & Move Up (TEMU) CFPC Department, Bank Islam at Swiss Garden Resort Kuantan	17 th June 2024	19 th June 2024
4	Developing Housekeeping Professionals at UCAM University College of AgroScience Malaysia Melaka	14 th November 2023	15 th November 2023
5	Navigating & Innovating Customer Experience (Public Program) at Resort World Langkawi	11 th October 2023	12 th October 2023
6	Navigating & Innovating Customer Experience (In-House Program) at Aloft Hotel Langkawi	9 th October 2023	10 th October 2023
7	Hospitality Back To Basic Training at RAC Boutique Hotel Kuala Terengganu	18 th September 2023	18 th September 2023
8	Living The Service Culture Through Brand Immersion at Kuala Terengganu Golf Resort	12 th September 2023	14 th September 2023
9	Navigating & Innovating Customer Experience (Public Program) at Resort World Langkawi	21 st August 2023	22 nd August 2023
10	Living The Service Culture Through Brand Immersion for AnCasa Hotels and Resort (Kuala Lumpur, Pekan & Port Dickson)	March 2023	September 2023
11	Train and Place, Holistic Hotelier, PERANTIS (Batch 2) at EduCity Iskandar Putri, Johor (Front Office, Housekeeping and F&B)	20 th February 2023	3 rd March 2023
12	Train and Place, Holistic Hotelier, PERANTIS (Batch 1) at EduCity Iskandar Putri, Johor (Front Office, Housekeeping)	25 th October 2022	1 st November 2022
13	Create Impactful Connections in F&B and Housekeeping Services at Dash Resort Langkawi	24 th May 2022	25 th May 2022
14	VIP & Protocol Handling Skills Workshop at Bahang Bay Resort Penang	28 th December 2020	29 th December 2020



Suggested Training Topics

No	Training Programs	Duration
1	Activating and Developing Inspirational Leadership Qualities (ADIL)	2 Days
2	Activating and Developing Admirable Behaviors (ADAB)	2 Days
3	Teambuilding Program	1 Days
4	Grooming Standards and Hygiene for Hoteliers	1 Days
5	Emotional Intelligence and Personal Styles	1 Days
6	Problem Solving and Decision Making	1 Days
7	Behavioral Interview Program	1 Days
8	Effective Communication Skills	1 Days
9	Professional Presentation Skills	1 Days
10	Upselling Program for Front Office Associates	1 Days
11	Effective Transition to Managerial Position	1 Days
12	Effective Transition to Supervisory Position	1 Days
13	The Art of Managing Conflicts for Managers	1 Days
14	Fostering Teamwork for Managers	1 Days

Certificates



Accredited Trainer – HRD Corp



Certified Loss Prevention Champion
Marriott Hotels and Resorts



The ABC's of Housekeeping

THIS IS TO CERTIFY THAT

Tasriff Mokhtar

HAS SUCCESSFULLY COMPLETED
THE TRAINING COURSE

Lauren Massa

Lauren Massa
Manager, L&D Delivery
Asia Pacific

Indra Purnama

Indra Purnama
Executive Housekeeper
Koratan at The Plaza, Jakarta

STARWOOD
HOTELS & RESORTS WORLDWIDE, INC.

Certified ABC for Housekeeping Trainer
Starwood Hotels and Resorts



Virtual LearnCaster (VLC)



Certified Service Culture Champion
Starwood Hotels and Resorts

Two Days Training: Activating and Developing Inspirational Leadership Qualities (ADIL)

ADIL is a two days program designed specifically for Managers and Department Heads of **Plenitude Hotels at Mercure Penang** covering topics: Trend of the World, Mindset Shift, Social and Leadership Styles, Emotional Intelligence and Problem Solving & Decision Making technique



Three Days Team Building: Team Experience and Move Up (TEMU)

TEMU is a three days Team Building program designed specifically for Talents and Management of **CFPC Department, Bank Islam** featuring indoor and outdoor activities at **Swiss Garden Resort Kuantan**



Train and Place Program: Holistic Hotelier PERANTIS Iskandar

In-house facilitator and trainer for a Train and Place program focusing on Front Office, Housekeeping and Food & Beverage operations at **EduCity Iskandar** from 2022 to 2023. The program successfully achieved **100% completion rate, with all participants securing employment** at international hotels and starting work within a week after completing the three-months training

