



Personal skills

Leadership

Customer Service

Interpersonal skills



Team Work

Upskilling

Motivation

www.tmiacademy.com



Professional skills

Soft Skills Training

TOURISM & **H**OSPITALITY

SECTOR



Mentor & Trainer

Dr. Ms S Kumar is an entrepreneur running a successful IATA Travel Agency for more than 25 years. She has won many awards for the company and in her individual capacity. She is an alumni of Harvard & a Doctorate in Philosophy in Tourism on the topic – Accessible Tourism in India.

An educationist at heart, a motivational speaker for her friends and colleagues, a Soft Skill Trainer, a certified Life Coach and a Mentor, this seasoned professional has been molding and shaping the future of the Travel Industry through her Travel Academy in Delhi since 2002. The Academy has trained more than 15000 students since its inception, under **the Skill India Mission** and won several awards from IATA, ASSOCHAM and ICCI.

Dr. Ms S Kumar, Ph.D

Mentor, Trainer, Motivator
Certified NLP & Life Coach

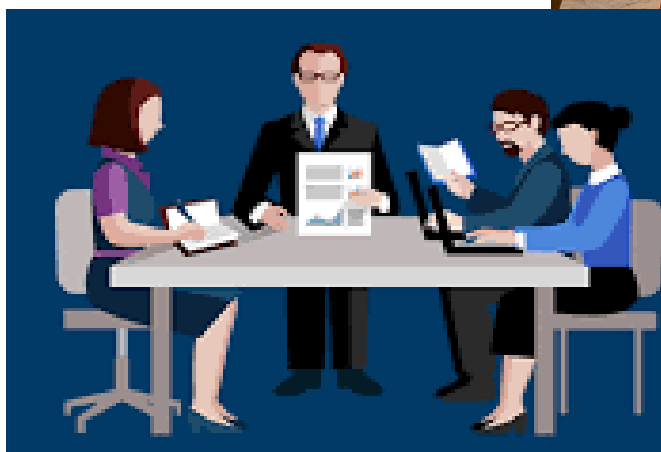


To continue with her passion of exploring the travel & hospitality industry and to further motivate & upskill the people of the industry . Dr. Ms. S. Kumar is a certified Business Coach (ICF),(CCA) ,mentor, trainer & motivator.

Latest Trainings :

We have designed special modules for Small and Mid sized hotel groups based on **training need analysis (TNA)** for the hospitality industry.

This has been recently implemented at **Summit Hotels and Resorts** by imparting training to their employees at various levels



CORPORATE TRAINING

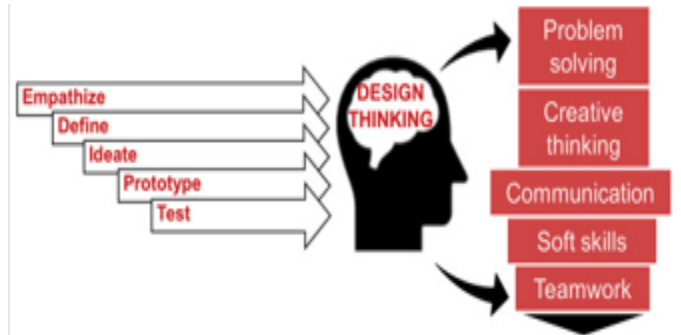
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Key Outcomes >>>

Objectives

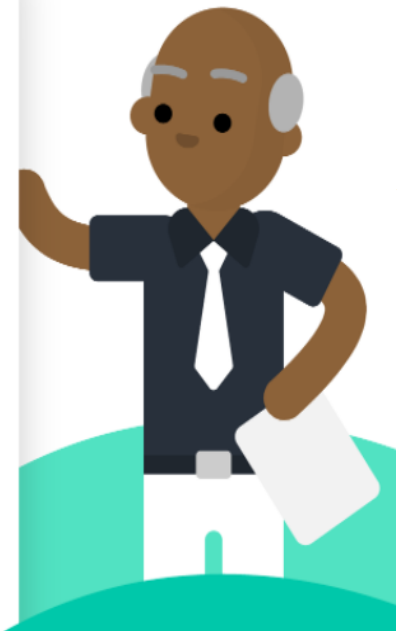
- ▶ Why customers become angry
- ▶ Why process is just as important as outcome
- ▶ How to prepare for and ask questions
- ▶ How to cope with bad language
- ▶ How to take responsibility
- ▶ Go the extra mile

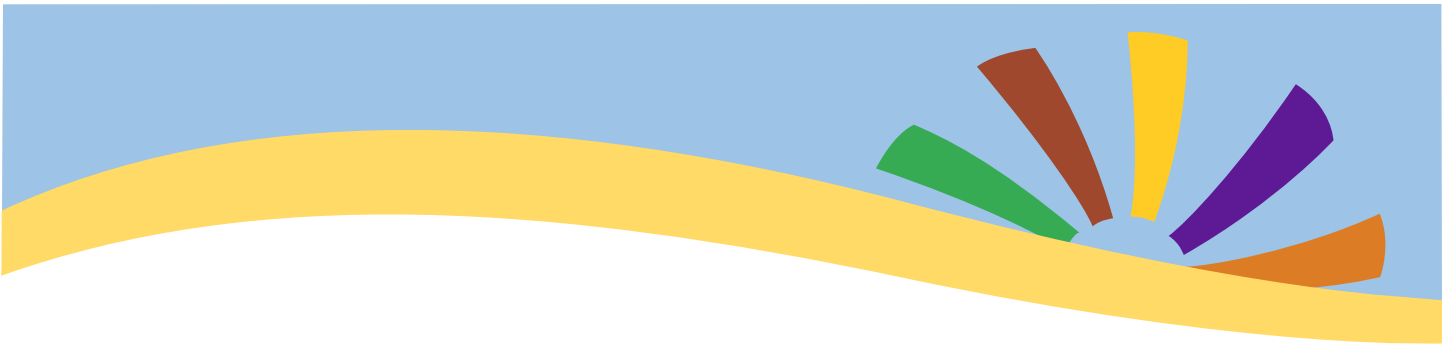


✓ Customer Service Soft Skills

- Communication
- Listening skills
- Self-control
- Positive attitude
- Assertiveness
- Conflict resolution
- Empathy
- Depersonalization
- Taking responsibility
- Positivity

1. Time management
2. Communication
3. Adaptability
4. Problem-solving
5. Teamwork
6. Creativity
7. Leadership
8. Interpersonal skills
9. Work ethic
10. Attention to detail





Contact Us



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“An investment in knowledge pays the best interest”

– Benjamin Franklin