



MAY 2021

# NEWSLETTER

## Swiss Hotel Management Academy

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## Learning during Lockdown

**SHMA students continue their studies amidst countries' lockdown through VET by EHL's advanced, modern-day -LMS- "Learning Management System".**

SHMA is ahead of the game in vocational training and education in Sri Lanka. VET by EHL's innovated learning approach, the use of blended-learning using digital content dispersed via a learning management system (LMS), allows all students to achieve **equal learning outcomes (even during a lockdown)**. Students have access to the entire VET by EHL's learning content, facilitated video presentations, quizzes and assessments.

"Although lockdown learning may have its disadvantages, our learning approach has also a positive impact. Those who come to us for upskilling and reskilling, people who are already in the workforce, have found many advantages in the flexibility that we offer through tools and technology we can use to deliver remote learning and support online collaborations. As well, they will have extraordinarily fine-tuned skills in working digitally, which is very important", states F&B senior lecturer, Mr. Ramesh Costa.

## NEWS FLASH

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### LEARNING DOORS ARE OPEN

Swiss Hotel Management Academy Pvt. Ltd learning doors for upcoming student batches are open for the participation to all relevant industry partners.

### NEXT BATCH INTAKE 2021/2022

To obtain more information regarding our programs and start dates, please write to us, and inquire on [shma@bours.com](mailto:shma@bours.com)

### CONNECT with SHMA

For more insights about our programs, connect and follow SHMA through Facebook & LinkedIn!

# Hospitality Hygiene & Occupational Safety Training (Post-Covid 19)



## Self-Paced Online Learning VET by EHL Certified Short Course

As people return to everyday life – and even once COVID-19 is behind us – the hotel industry may not return to business as usual in terms of hygiene, cleanliness, and distancing. Hotel owners and operators will likely need to adapt to a new reality where a much larger percentage of guests are what would have formerly been referred to as germaphobes. Luckily, there are countless steps that hotel operators may take to satisfy their guests' elevated concerns and safety.

The Self-paced Online Learning program, "Hospitality Hygiene & Occupational Safety, Post COVID-19", will ensure protection of employee's health, safeguard guests and protect establishment reputation.

Enroll your staff today and adapt to new hygiene challenges!

## 2-4 Weeks Self-Learning Online Program

**Certification from EHL Group, Switzerland**

## Power of the Smile

It's all smiles at SHMA. Not only do we continuously emphasize the importance of the smile, but we also practice "the power of smile" through different classroom activities, so much so that our students are smiling even while learning.

The **power** of a **smile** in body language is significant. It is a way to show your guests and customers that you have a strong desire and commitment to keeping them happy. If you work in a guest services field, one of the most important things you can do is to learn to separate your personal and professional life.

The "*power of the smile*" is the very first topic we discuss while facilitating the VET by EHL's Customer Service Excellence content. The importance and effectiveness of the smile has also been included in SHMA's Code of Conduct.

**-Smiling people are beautiful!**

**-Smiling people are more successful!**

**-Smiling people are more likeable!**

**-With smiling people, you want to be together!**

**-Laughing is contagious. Spread Positivity!**

*(Below: SHMA students smiling while learning!)*





# General Manager's Program Frist Time in Sri Lanka

**SHMA officially announces the first-time ever GM's program in Sri Lanka facilitated by EHL - Ecole Hôtelière de Lausanne, Switzerland.**



## "A Leader for Today & Tomorrow"

"A Leader for Today & Tomorrow", EHL's GM's program will certify the participants to embark on a high impact learning journey, build on their communication skills, and imbibe competencies to build and lead their high performance through turbulent times.

Building on their leadership journey and understanding their own brand, participants will also discover what their own authentic leadership style is, focusing on strengths and developmental areas.

Contact SHMA for enrollments or to inquire about a customized GM's program for your company!

**-Enroll with the "Best Hospitality University in the World"**

**-Certification from EHL Group, Switzerland**



**Gaiana Vidursha  
Hostess**

'The Verandah'  
Galle Face Hotel

*"I really enjoy this program because it is a unique program that offers so much industry exposure and global experience."*

**Gaiana**, a dedicated F&B hotelier, continues to increase customer loyalty through customer satisfaction. Initiating new ideas to increase food and beverage sales, Gaiana would like to gain more experience to become a Sales and Marketing Director one day.



**Dammika Kariyawasam  
Service Manager Banquets**

'Banquets'  
Cinnamon Lakeside Hotel

*"The Food & Beverage Service Professional program is giving me a very good knowledge of F&B Operations and developing my social skills."*

**Dammika**, a professional in F&B Banquets, his charismatic personality and management skills have given him success to achieve his department sales targets. He continues to climb the ladder to one day become a F&B Banquets Operations Director.



**Janu Veeramani  
Senior Hostess**

Central Restaurant  
Shangri La Hotel Colombo

*"This is a great opportunity and training for me to expand my knowledge for my career. Excellent program for self-learning and teambuilding, which is very interesting, and fun."*

**Janu**, awarded 3 times in a row for the "Customer Delight" program, her personality and guest engagement continue to award her. An ambitious industry professional, Janu sees herself earning much more money and having a higher position in the next 5 years.