

Name of the Faculty : Audrey Goh		
Educational Qualifications (Please do state the Institute also)		
Bachelors Degree – n/a		
Masters Degreee – n/a		
B/Tec National Diploma in Hotel, Catering & Institutional – Gloucestershire College of Arts & Technology, Cheltenham, England		
Diploma in Business Studies – Institute of Commercial Management, Bournemouth, England		
Certification (if any) – IAF Certified Professional Facilitator		
Work Experience / Highlights of Career		
Functional Area	Industry	No. of years of experience
Training Manager	Hospitality	12
Training Associate	Training	6
Senior Consultant	Training	2
Facilitator	Facilitation	5
Part-time Lecturer	Higher Education	5
Any writings / Articles published		
Title	Name of the magazine	
N/A	N/A	
Special accomplishments / Awards		
AWARD OF EXCELLENCE for the Professional Certificate in Effective Communication by TRINITY (April 2003)		
IAF CERTIFIED PROFESSIONAL FACILITATOR (August 2004)		
Training program done previously (with the client's name)		
Training Program	No. of program done	Name of Some Key Clients
Managerial & Leadership	6	Associated Country Women of the World (UK) Country Women's

		Association (Australia) Agriterra (Holland) Gastrodome Sdn Bhd (KL)
Sales	N/A	N/A
Human Resource Management	4	Gastrodome Sdn Bhd Olympia Leisure Sdn Bhd
Customer Care	50	Olympia Leisure Sdn Bhd Gastrodome Park Royal Hotel Colmar Tropicale Hewlett Packard Suria KLCC MaCann-Ericksson Dutch Lady Milk Industries Alliance Bank Bumiputra Commerce Bank
Language and Communication	24	Sheraton Imperial Hotel Equatorial Hotel Hotel Armada Suria KLCC Ministry of Education
Quality	N/A	N/A

Program areas of interest ----- Customer Service/ Training & Facilitation / Leadership & Communication

Please rate each of the following course title areas as

(VC) Very comfortable with /could run a program on very short notice

(CD) Can do but with help and support/Would like to start but after at least 6 months

(ND) Would not like do it

		VC	CD	ND
	Human Resource Curriculum			
1	Certified Recruitment Analyst			ND
2	Master Recruitment Analyst			ND
3	Certified Facilitator and Trainer	VC		
4	Master Learning and Development Facilitator		CD	
5	Certified Organizational Developer			ND
6	Certified International Employment Law			ND

	Specialist			
7	Certified Performance and Competence Developer			ND
8	Certified Benefits Manager			ND
	Leadership Curriculum			
1	Strategic Leadership Program			ND
2	Executive Leadership Program	VC		
3	Supervisory Leadership Program	VC		
4	Integral Personal Leadership Program		CD	
	Quality Curriculum			
1	Certified Informational Industry Customer Care Specialist	VC		
2	Certified Professional Consultant		CD	
3	Certified Six Sigma Green Belt			ND
4	Certified ISO 9000 Process Manager			ND