



培訓專業學會

ITP Continuous Development Seminar “A Delightful Touch with People” by Pizza Hut Hong Kong (1 CPD Hour)

Staff training can be one crucial factor to business success particularly in the retail sector. ITP is pleased to organize a seminar “A Delightful Touch with People” where there will be experience sharing on staff training.

In this highly competitive market, companies in Food & Beverages industry are continuously finding ways to outperform competitors and survive. Besides food and service quality, innovation is also a key to their success. In this seminar, Pizza Hut will share with us how they equip their staff, from back-end to front-line, with a delightful and innovative approach so that they can win in the marketplace.

- Date** : January 18, 2019 (Friday)
Time : 3:30 p.m. – 5:00 p.m.
Venue : Pizza Hut Hong Kong, Room 1109, Tower 2, Grand Century Place (新世紀廣場 2 座) 193 Prince Edward Road West, Kowloon.
Speakers : Ms. Carrie Wong, Training and Customer Service Manager; Mr. Ivan Leung, Talent & Organisation Development Manager
Capacity : 20 persons
Fee : Member: \$50; Non-member: \$120

Programme Rundown:

Time	Topic
3:15pm - 3:30pm	Registration
3:30pm - 3:45pm	Introduction of speakers and Pizza Hut
3:45pm - 4:00pm	Pizza Hut’s Belief and Strategies in People Development
4:00pm - 4:15pm	A Delightful Touch with People - Operations and Customer Service Training
4:15pm - 4:30pm	A Delightful Touch with People - Jardine Executive Trainee Development
4:30pm - 5:00pm	Q&A

Enrolment:

1. Payment by cheque: Please complete the **Reply Slip** and return by Email, and then post your crossed cheque made payable to **“Institute of Training Professionals”** **before Jan 10, 2019.**
2. Payment by bank-in: Bank in to ITP account at **Bank of East Asia** No.132-40-05224-0 and email us copy of the **bank-in slip** and the **Reply Slip** **before Jan 10, 2019.**

Enquiry : Ms Angie Yu, Tel: 6873 4436; Dr Eleanor Cheung, Tel: 34427939

Remarks : Acceptance will be on a first-come first-served basis. Confirmation of places will be subject to receipt of cheque payment or bank-in slip to the Institute. No refund will be made after payment but substitution may be made by notifying ITP at least 2 days prior to day of the function.

NOTICE: *In taking part in this event, participant shall be responsible for his/her own safety and shall hold ITP harmless against all claims.*

REPLY SLIP

Date: _____

To: Institute of Training Professionals (ITP)

Re: Seminar “A Delightful Touch with People” by Pizza Hut on January 18, 2019.

Name	Member (Y/N)	Contact Tel.	Email Address	Amount
Total				