

# TANZ TRAINING CATALOGUE.

Version 5, July 2024

#Tanztraining

## *REIMAGE, REINVENT, REASSURE*

LEARNING & DEVELOPMENT PROGRAMS

*Rejsha, Anzisha, Thibitisha Upya*

*Thriving Towards Our Better Tomorrow.*

*Build self-awareness, self-confidence & self-reliance at the workplace.*

*Kustawi Kwa Ajili ya Kesho Yetu Bora*

*“Jenga tabia ya kujitambua, kujiamini na kujitegemea katika mahali pa kazi.”*



## Attention!!

“99% of learning and development executives believe if skill gaps are not closed in the next 3 to 5 years, customer experience and satisfaction will be affected as well as product development and delivery, and the company’s ability to innovate – resulting in an erosion of growth.”

*McKinsey & Company*





*"Asilimia 99 ya wasimamizi wa mafunzo na maendeleo wanaamini ikiwa mapungufu ya ujuzi hayatazibwa katika miaka 3 hadi 5 ijayo, uzoefu na kuridhika kwa wateja kutaathiriwa na vile vile ukuzaji na utoaji wa bidhaa, na uwezo wa kampuni wa kufanya uvumbuzi - na kusababisha mmomonyoko wa ukuaji wa kipaji."*

# ***Karibu – Welcome***

*“If mastering a skill requires training, then the training requires quality.”*

## ***Welcome to Tanz Training!***

We are a leading training provider in Tanzania, offering high-quality programs and courses to individuals and organizations both locally and globally. Our mission is to empower people and businesses to enhance their skills, knowledge, and reach their full potential.

At Tanz Training, we offer a wide range of training programs and master classes covering diverse fields such as business excellence, quality management, strategic management, and leadership development. Our team consists of experienced trainers and experts from Tanzania and the UAE, who are passionate about sharing their expertise.

We utilize innovative and interactive training methodologies to ensure our courses are engaging and effective. This includes the renowned ***"Maarifa" International Tour***, where select leadership seminars and workshops are conducted in Dubai, providing participants with a global learning experience.

*Continue.....*

# ***Karibu – Welcome***

*“If mastering a skill requires training, then the training requires quality.”*

Welcome to Tanz Training!

We believe that learning is a continuous process, and everyone has the potential to grow and succeed. Our focus is on creating a supportive learning environment that encourages participants to ask questions, collaborate with others, and explore new ideas.

Whether you are an individual seeking to improve your skills or an organization aiming to enhance your workforce's knowledge and productivity, Tanz Training has the expertise and resources to help you achieve your goals.

Contact us today to learn more about our diverse training programs and how we can assist you in reaching new heights.

***Hassan Al Jabry***  
***Founder & CEO, Tanz Trust. (Training)***

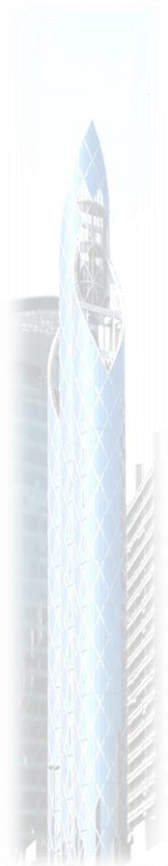




# Our Triple R's Training Programs

*Reimage,  
Reinvent,  
Reassure*

# Triple R's Training Programs

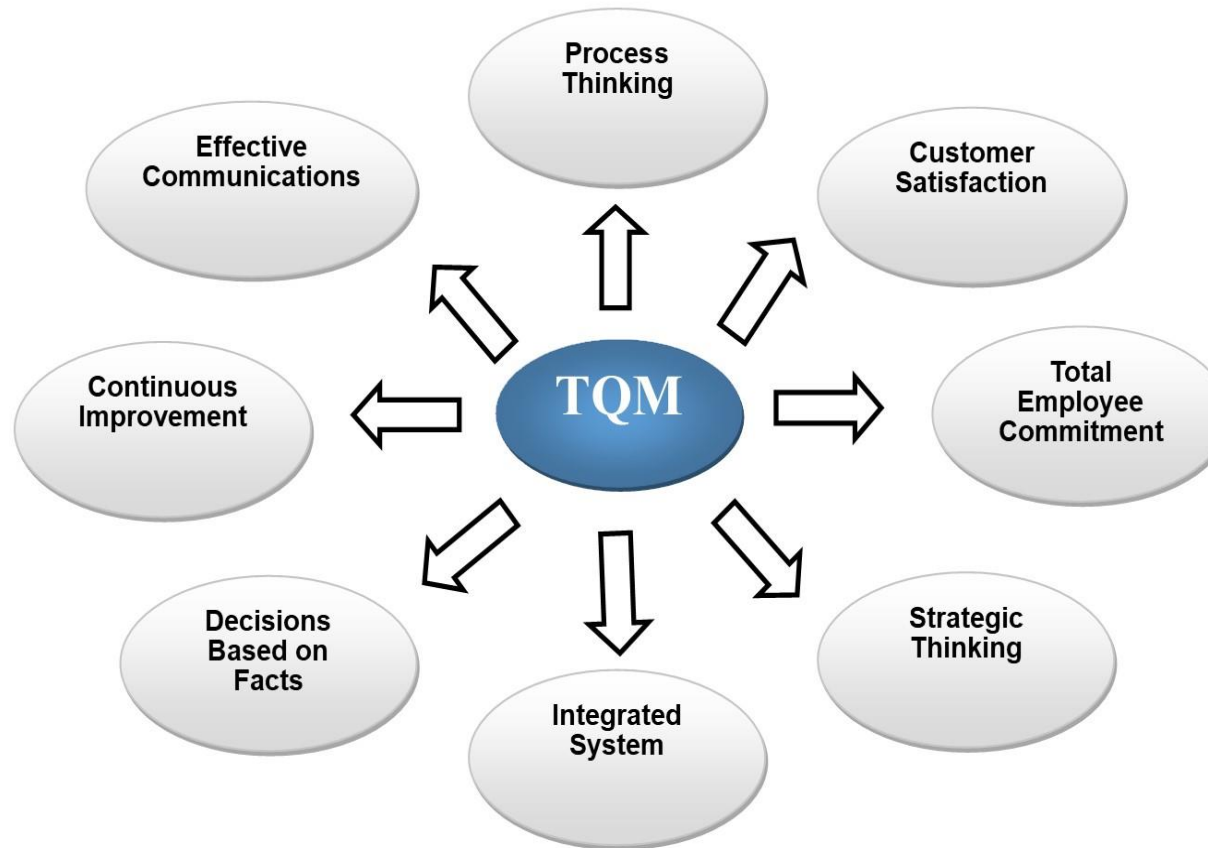


Code: TQML	<i>Total Quality Management (TQM) for leaders Master Class</i>
Code: ICS-TTQS	<i>Innovative Customer Service Training (TTQS Model)</i>
Code: CCS	<i>Customer Centric Selling Master Class</i>
Code: TM	<i>Time Management: Managing Multiple Tasks, Priorities &amp; Deadlines</i>
Code: Anzia	<i>Anzia Concept" (Inspiration/Motivation) workshops</i>
Code: C-Skills	<i>Customized Soft Skills training</i>



Code: **TQML**

## ***Total Quality Management (TQM) For Leaders Master Class***



**PRINCIPLES (ELEMENTS) OF  
TOTAL QUALITY MANAGEMENT**  
*TQM for Leaders Course #tqmmasterclass*





# Total Quality Management (TQM) for Leaders Master Class

*"doing the right things right, first time and every time"*

*"Kufanya mambo sahihi, mara ya kwanza na kila wakati"*

## Introduction:

Total Quality Management (TQM) is a management approach that aims to improve the quality of products and services by focusing *on customer satisfaction, continuous improvement, and employee involvement*. TQM for leaders is designed to explore and understand the philosophy, methodology and system of tools created in order to maintain continuous improvement within the organization, by adopting Total Quality Management (TQM) system.

## Industry:

Applied to all industries.

**Duration:** : (Total of 6 days, 25hrs)

3 days, 4hrs @ day Level I

3 days, 4hrs @ day Level II + 1hrs extra last day

## Delivery:

At the client location – in house training

## Training catalog:

Complete detailed catalog available.





# Total Quality Management (TQM) for Leaders Master Class

## Target Audience:

TQM for leaders' master class is greatly beneficial for all individuals who wish to improve their workflow processes, communications, effectiveness and efficiently skills in delivering quality work at their workplace, reducing waste of time / materials & increases profitability.

- Middle Managers and team leaders.
- Department Heads and supervisors.
- Senior Leaders & Supervisors.
- HR professionals and other stakeholders.
- Operations & project managers.
- Internal and external quality auditors.
- Business executives, office managers, senior administrators and executive secretaries
- Any other professional who would like to know more about TQM.

Code: TQML

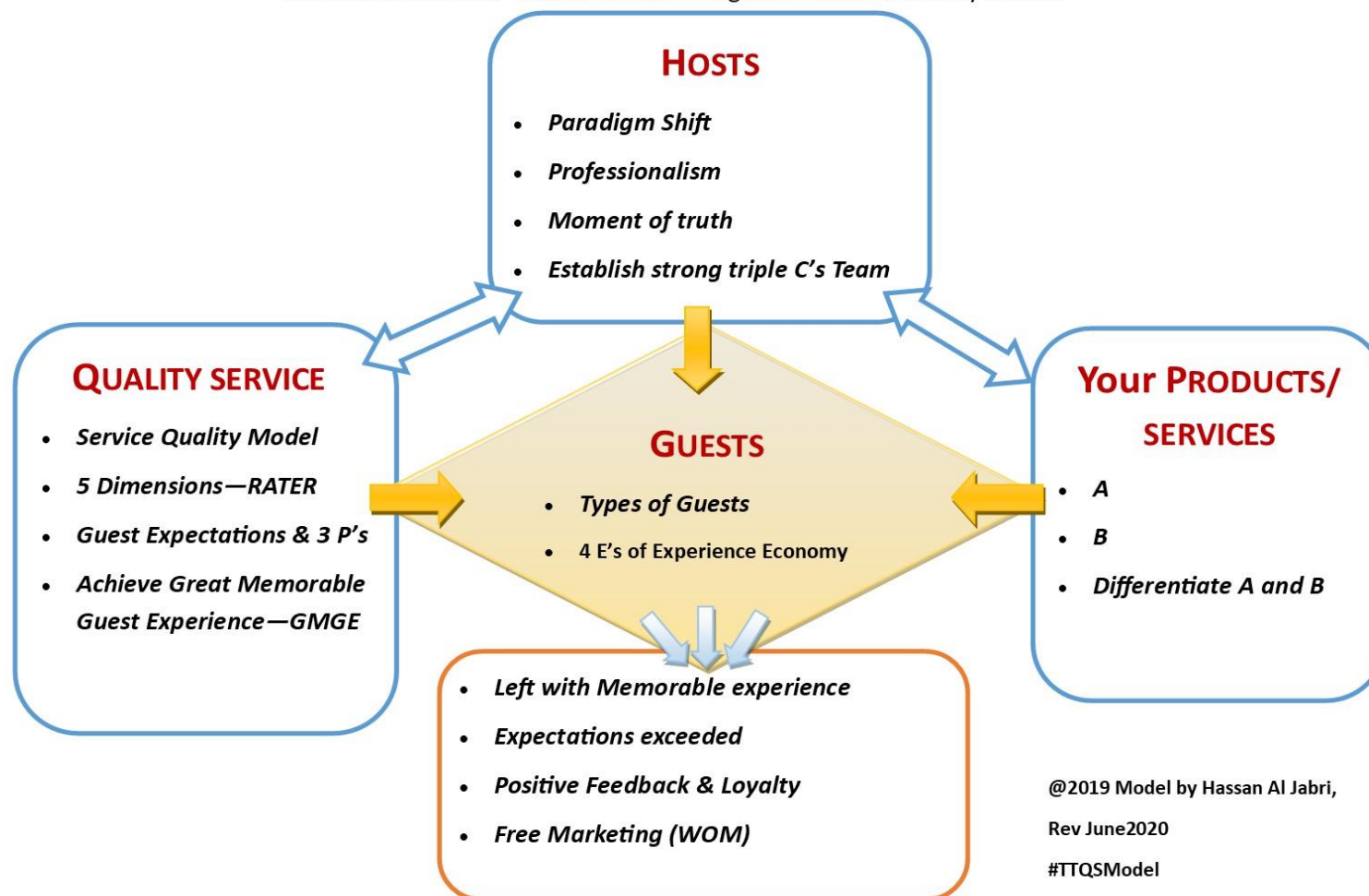


# Code: ICS-TTQS

## Innovative Customer Service Training (TTQS Model)

### TTQS MODEL - Any Industry

Innovative Customer Service Model — Together Towards Quality Service



@2019 Model by Hassan Al Jabri,

Rev June2020

#TTQSModel



# Innovative Customer Service Training

*Together Towards Quality Service*

Code: ICS-TTQS

## Introduction:

***Together Towards Quality Service*** Master class is an important customer service training in the hospitality / other services industries that is not only about how to deliver quality service but is equally important, is about empowering the roles of hospitality professionals by learning the main 4 sections of TTQS Model, namely; *Host, Quality Service, Products, all focusing on Guests/customers.*

## Industry:

Applied to Hospitality and Other Services Industries.

## Duration: (Total of 5 days, 25hrs)

3 days, 4hrs @ day Level I

2 days, 4hrs @ day Level II

## Delivery:

At client's location.

## Training catalogue:

Complete detailed catalogue available.





# Innovative Customer Service Training

*Together Towards Quality Service*

Code: ICS-TTQS

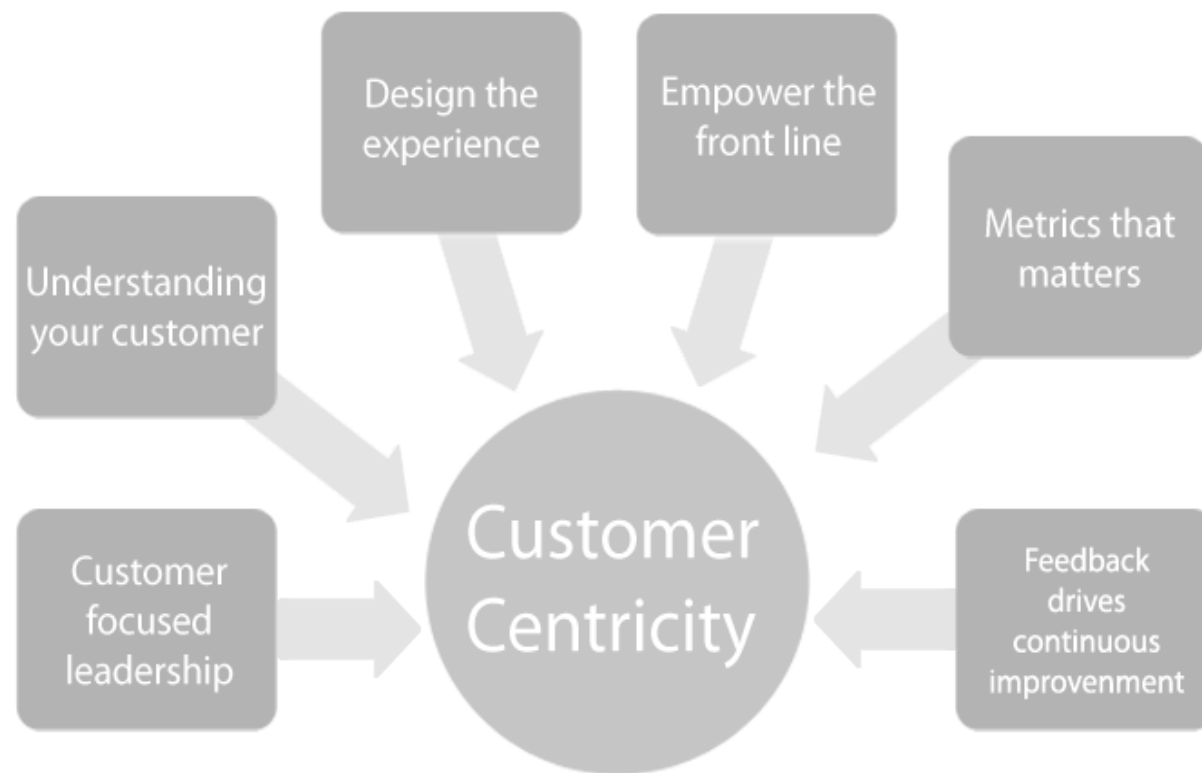
## Target Audience:

TTQS training is suitable and beneficial to a wide range of individuals working or study in the hospitality or services industry from all career levels:

- Front office managers and supervisors.
- Customers Service facing team.
- Housekeeping team.
- Restaurant/bar team
- Events Supporting team
- Those who wish to improve guest's services skills to all new level.



## ***Customer Centric Selling Master Class***







# Customer Centric Selling Master Class

*Equipped with organizational culture, strategic communication & Sales Innovations.  
Ready to face Post Covid19 World.*

Code: CCSMC

## **Introduction:**

This Customer Centric Selling Master class, will empower participants to be able to:  
Implement the necessary skills to increase sales performance and make a positive contribution,  
Improve Customer relationship and a better understanding of their needs, Enhancing  
communication skills with both internal and external customers and improving customer  
interactions. Work with a "customer focus" mind-set.

## **Industry:**

Applied to all Industries selling goods.

**Duration:** : (Total of 3 days, 12hrs)

3 days, 4hrs @ day

## **Delivery:**

At client's location

## **Training catalogue:**

Complete detailed catalogue available.





## Customer Centric Selling Master Class

*Equipped with organizational culture, strategic communication & Sales Innovations.  
Ready to face Post Covid19 World.*

Code: CCSMC

### Target Audience:

This Master Class is suitable and beneficial to a wide range of individuals working in the sales and marketing.

- Sales Managers
- Business Development Managers
- Sales Executives
- Sales Department Supporting Personnel
- Marketing team
- Product team





# Time Management: Managing Multiple Tasks, Priorities & Deadlines

Code: TM

## Course Overview:

### Key Features:

- Managing tasks smoothly and effectively
- Evaluating and establishing priorities to meet crucial deadlines
- Task leadership and collaboration skills
- Influencing and stakeholder management skills

### Learning Objectives

By the end of this training course, attendees will be able to:

- How to approach work as an initial time management plan
- Plan for time management, scheduling, and meeting deadlines
- Integrating time management into the improvement of priorities.
- To use different methodologies on how to prioritize your work & time
- To schedule deadlines and meet each one of them





Code: TM

## Time Management: Managing Multiple Tasks, Priorities & Deadlines



### **Industry:**

Applied to all Industries.

### **Duration:** (Total of 3 days, 9hrs)

3 days, 3hrs @ day

### **Delivery:**

Projector Presentation slides

At client's location

### **Target Audience:**

All employees with time management skills gap

Code: *Me2Success*

## Empowerment Dose Workshop

### ***“ANZIA” CONCEPT***

***Mind Encoded To Success***



# **Empowerment Dose Workshop**

## **ANZIA CONCEPT**

*Mind Encoded To Success*

Four stages that we must pass through in order to experience a true “Anzia” Concept:

- ❖ 1st stage: Be inspired
- ❖ 2nd stage: React
- ❖ 3rd stage: Motivate
- ❖ 4th stage: Persistence

**Attitude**  
**Happiness**  
**Optimism**  
**Giving**  
**Respect**  
**Kindness**

Learn  
**"Anzia" Concept**  
**Your Choice**







Code: Me2Success

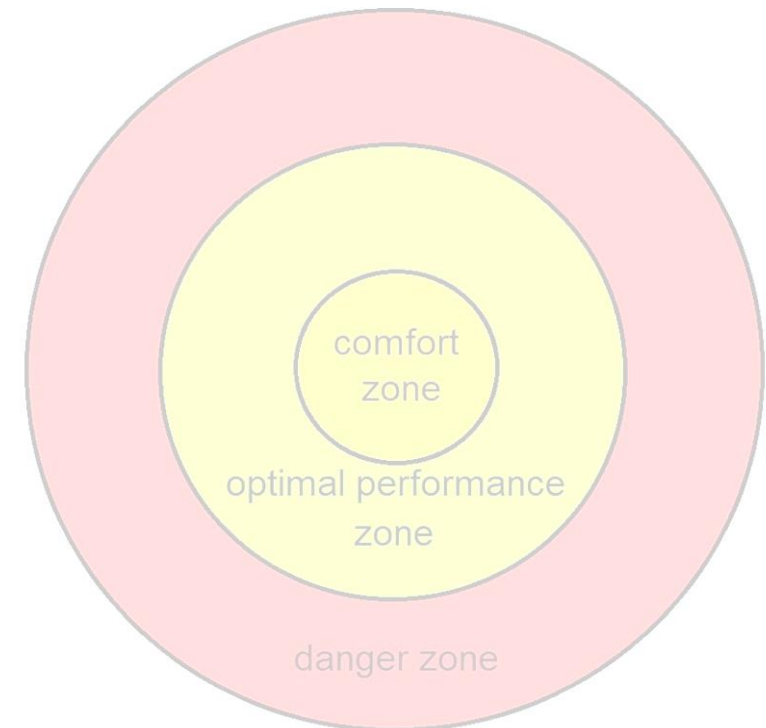
## Empowerment Dose Workshop

### **ANZIA CONCEPT**

*Mind Encoded To Success*

#### **Objective:**

- Identify signs of Comfort Zone, it's disadvantages and how to overcome it.
- Be able to use the main eight (8) of Anzia mindsets for your success.
- Adapt a sense of ownership and accountability in every situation.
- Experience a growth in:
  - Self confidence,
  - Sense of self worth
  - Force of positive change.





Code: Me2Success

## Empowerment Dose Workshop

### ***ANZIA CONCEPT***

***Mind Encoded To Success***

<b>Industry:</b>	Applied to all Industries.
<b>Duration:</b>	One Day, 2-3 hours
<b>Delivery:</b>	Projector Presentation at client's location on any occasion
<b>Target Audience:</b>	All personnel



## Customized Soft Skills Trainings

*"Taking a one-size-fits-all approach to training can hinder your ability to meet business goals."*

*"Kuchukua mbinu ya kupata mafunzo ya moja baada ya ingine bila kujali malengo yanaweza kuzuia uwezo wako wa kufikia malengo ya kibiashara."*





# Customized Soft Skills Trainings

Code: C-Skills

<b>Industry:</b>	Applied to all Industries.
<b>Duration:</b>	Depends on client requirement
<b>Delivery:</b>	At client's location
<b>Target Audience:</b>	All employees with skills gaps on particular Soft skill

Customized Soft skills examples that are essential traits among employees:

- Communication
- Teamwork
- Problem-solving
- Time management
- Critical thinking
- Decision-making
- Organizational
- Stress management
- Adaptability
- Conflict management
- **Leadership**
- Creativity
- Resourcefulness
- Persuasion
- Openness to criticism
- Including Health & Safety at Workplace.



# “Maarifa” Tour: Strategic management & Leadership Seminars in Dubai, UAE.

Tanz Training International Leadership Seminars and Workshops in collaboration with *Svarna Institute* of Dubai.

At Tanz Training, we are committed to providing our participants with access to global learning opportunities. To this end, we collaborate with certified training institutes in Dubai, UAE, to deliver our renowned International Leadership Seminars and Workshops.

By partnering with these established institutes, we can ensure that the training and seminars offered are of the highest quality. The certified trainers at these partner institutes are renowned experts in their respective fields, bringing a wealth of knowledge and practical insights to our programs.





# **“Maarifa” Tour: Strategic management & Leadership Seminars in Dubai, UAE.**

Through these international collaborations, participants gain exposure to the latest trends, best practices, and innovative approaches in leadership development and other key business areas. The ability to learn from global subject matter experts and experience a diverse cultural environment can be truly transformative for our participants.

Whether you are an individual seeking to expand your leadership capabilities or an organization aiming to develop your top talent, our International Leadership Seminars and Workshops can be a highly effective way to access valuable learning opportunities on a global scale. By combining Tanz Training's expertise with the world-class resources of our Dubai-based partners, we can help you achieve your personal and professional goals.

Contact us today to learn more about our upcoming International Leadership programs and how they can benefit you or your organization.





# **“Maarifa” Tour:**

## **Strategic management & Leadership Seminars**

### **in Dubai, UAE.**

In summary, the international delivery of our leadership development initiatives at Tanz Training not only broadens the perspectives of our participants but also fosters valuable cross-border collaboration and knowledge sharing.

This unique approach empowers our clients to thrive in an increasingly globalized business landscape. We are proud to offer these transformative learning experiences to individuals and organizations seeking to elevate their leadership capabilities on a worldwide scale.

# “Maarifa” International Tour: Leadership Seminars in Dubai, UAE.

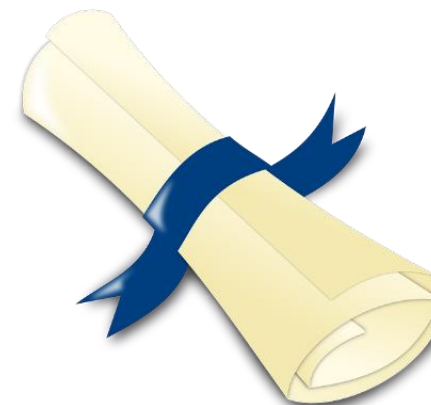


*Certificates Awarded after completion of the assigned program are Approved by KHDA through our certified training partner in Dubai.*



# In house Training Certificates of accomplishment

A well-planned training certification benefits employees but also has big advantages for the organization that issues it.





# In house Training Certificates of accomplishment

## *Why you should offer training certificates?*

- Certification acts as a benchmark for development. It makes it easy for employees to show off their expertise and competencies.
- Whatever the content, a training certificate establishes expertise and ensures employees are up-to-date with the latest developments in the topic at hand.
- This is reason enough to consider adding a formal acknowledgment of achievement to these courses.





# In house Training Certificates of accomplishment

Benefits in issuing ***branded training*** certification for your company:

***Motivate training completion.***

- It can motivate employees to move through their training at a good pace and see it through to the end.

***Build employer brand awareness.***

- When employees share their certificates with their network, others see your company as a place where learning and development thrive.





## Benefits: In house Training Certificates of accomplishment



Benefits in issuing branded training certification for your company:

### ***Boost employee engagement.***

- Continuing education opportunities and achievement recognition help employees feel valued.
- It brings happier working environment with their jobs when they feel recognized at work. And happier employees mean higher engagement, productivity, and retention.

### ***Attract top talent.***

- As you establish yourself as an authority or thought leader, people will gravitate toward your organization.
- Your commitment and contributions to your field are on display with each certificate.







*Your Company Name & logo*

# Certificate

*"YOUR COMPANY NAME" CONFERS UPON*

**Niki Ravi Samuel**

*THIS CERTIFICATE OF RECOGNITION FOR THE SUCCESSFUL COMPLETION  
OF IN-HOUSE TRAINING / WORKSHOP*

***TIME MANAGEMENT: SETTING PRIORITIES & DEADLINES***

*ON 16<sup>TH</sup> AND 17<sup>TH</sup> NOVEMBER, 2020*

**Sample Certificate**



*Your logo and the name of concern personnel  
Sign here*



**HASSAN AL JABRI, CMQ/OE®, KHDA**  
CERTIFIED TRAINER & FACILITATOR,  
TANZ TRUST TRAINING

ISSUED ON: JULY 9, 2024

# Meet Facilitator & Certified Trainer



## Hassan Al Jabri

CMQ/OE®, KHDA Certified International Trainer



“Insight doesn't just come naturally; it comes from an accumulation of knowledge and experiences.”

Wazim Shaw

*“Ufahamu hauji tu kwa kawaida; inatokana na mkusanyiko wa maarifa na uzoefu.”*

Al Jabri is a highly accomplished professional with a diverse educational and professional background. He holds a bachelor's degree in International Business from Stratford International University in the USA, with a major in marketing. Additionally, he has earned two diplomas in Human Capital and Hotel Management. Al Jabri is also a Certified Manager of Quality/Organizational Excellence (CMQ/OE®).

As a KHDA (Dubai Knowledge and Human Development Authority) Certified Trainer and Public Inspirational Speaker, Al Jabri has conducted training and workshops across various industries, catering to a wide range of delegates from the Middle East and East Africa. He has redefined traditional classroom practices, infusing them with a new level of excitement in adult learning through the implementation of the VARK model.

Facilitating and creating training content, Al Jabri specializes in areas such as Innovative Customer Service Training, Customer Centric Selling Master Class, Customer-Centric Culture, and Total Quality Management for Leaders Master Class. These programs are tailored to meet the needs of diverse industries, including the hospitality sector. Al Jabri's expertise is further showcased through his proprietary TTQS Model (Together Towards Quality Service), which he has implemented successfully in numerous institutes and hotels across the UAE and East Africa.

Recognizing the importance of empowering mindsets, Al Jabri has also developed a master class on the "Anzia" concept - Mind Encoded To Success. Through this program, he shares his knowledge and insights, inspiring individuals to achieve their goals within their capabilities. Al Jabri's expertise extends to conducting training sessions in both English and Kiswahili.



## *Testimonials from participants*

TESTIMONIAL



*Abu Dhabi , United Arab Emirates*

*Dubai, United Arab Emirates*

*Sharjah, United Arab Emirates*

*Dar Es Salaam, Tanzania*

*Zanzibar Island, Tanzania*

*Baku, Azbeirjan*





## Testimonials from participants

*"The content of the Anzia concept - Mind Encoded Master Class is thoughtfully planned, every module is well articulated, contains the relevant meaningful message, supported by real time experiences and impactful videos and it empowers & rekindles the power of individual's subconscious mind. Actually revitalizes your mindset and empowers you to achieve the impossible. I would strongly recommend this Master Class to every professional/individual/youth who wants to make a difference in his/her life."*



Rohit Kaul, Communications Specialist.

*""Anzia" Concept - Mind encoded to success master class is a great tool for them who are unaware of their mental strength and how to channelize the mental strength to succeed. Me2Success teaches us what's actually comfort zone is and how to get out of it as well as it reminds us on how to train our subconscious to think of success rather than fear of failure. The master class prepares us to take risks and be excited for favorable results."*



Fazal Haleem. Front office manager. Indigo heights hotel and spa Lahore.





## Testimonials from participants



Al Ain Hotel, Sharjah, UAE

*“Mr. Hassan is an exceptional speaker. My experience from his presentation/training is fantastic. Even if he will speak in front of us continuously for 3 days, I will never get bored. Thank you!!”*  
Mark Anthony, Housekeeping Coordinator. Al-Ayn Hotel, Ajman, UAE.

*“The trainer is very good in explanation, we have learned a lot in this introduction.”*  
Angelica, Front office staff. Al-Ayn Hotel, Ajman, UAE.



## Testimonials from participants



"I enjoyed very much the topic and I appreciate for management whom they provide this class for us. From now on, we will work even harder to provide good services for our guests."  
Veronica, housekeeping. Sea Cliff Resort, Zanzibar, Tanzania.

"I appreciate and enjoy. Thank you for giving us this knowledge. I learn new things and I will share with my fellow team members."  
Rose Michael, front desk executive. Sea Cliff Resort, Zanzibar, Tanzania.





## Testimonials from participants



*“Very informative and the best of all I enjoyed how hospitality was explained in detail”  
Humphrey, waiter. White sands Beach Resort, Dar Es Salaam, Tanzania.*

*“The trial workshop was very good and I want you to come again to teach us this topic more” Joseph  
A. Chifunda, Captain Back of the House. White sands Beach Resort, Dar Es Salaam, Tanzania.*



## Testimonials from participants



*“Mr. Hassan did a good job for our team with such a good training”  
Ajith Ramachandran, guest service agent. City Seasons hotels group. Dubai, UAE.*

*“Overall was a good workshop, thank you” Kuldeep Narwal, Pastry chef. City Seasons hotels group. Dubai, UAE.*





*Delegates from Bridgeway Abu Dhabi*

*“It was a good learning material and it did help me to get more knowledge aside from what we are doing already. We are looking forward to more training and developments.”*

*Mark Doner Pena, Product Manager*

*“Thank you very much for giving us a good training class on sales & marketing under Customer Centric Selling master class.” Shameer Shihabudeen, sales executive*

*“We have gained so much knowledge through this training. It will be more applicable to our future tasks to develop and achieve the company goals.”*

*Sheen Augustine, Business Dev. Executive*



Satisfied delegates (Directors, Managers & Senior Executives) from Ghana, Nigeria, UK:  
After completed Master Class in Dubai, UAE on  
***Influencing today's business leaders through innovation and networking.***





## Past Event





## Our past partners / clients:







# Empower your team Today

*Get started with us.*

*Training offered to **Corporate only** for more than **10 delega***



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