



### **JHA congratulates participant hotels for certification success in Pathways to Professionalism - Level 4**

As the Jordan Hotels Association seeks to support and develop the employees of the Hotel sector, JHA would like to announce that all the efforts have put into the Pathways to Professionalism Level 4 certification program have finally paid off. The candidates who were enrolled in the course have demonstrated a high level of professionalism and commitment throughout their learning journey. The Jordan Hotels Association would like to congratulate and thank all the learners, participating hotels/organizations, general managers, human resources, training managers, pathways coordinators, and mentors for their ongoing support. All 56 learners have successfully completed the required six modules of Pathways to Professionalism Management Program Level 4, marking a great achievement for the hospitality sector in Jordan.

Some graduates from different hotels shared with us their experience through their learning journey:

*“Let me please express my deep appreciation for this opportunity that added new value to my career. One day, while I was working at the gym in the hotel, there was a guest, who was insistent he use the facility without wearing his mask and gloves, because he didn’t believe that COVID 19 was real and didn’t care about it. I explained to him the risk if he worked out without protection, and the risk it posed to him and others’ life. He was then convinced and wore both the mask and gloves. I now know how to deal with these situations because of the information I learned from this course, because you gave me the opportunity to attend it. All thank goes to you for the standards and procedures that we now know, about safely serving our guests.”*

**Shareef Koshbay**  
**IT Supervisor**  
**Kempinski Hotel Amman**

*“Firstly, I want to thank all that has been a part of making this magnificent course happen. We in the hospitality industry do need this type of training. It will broaden our mindsets and point of view, especially on the managerial side of hotel operations, and raise the bar of customer service standards at our establishments in Jordan. Secondly, the material; it was more focused on the Food & Beverage operation side rather than the general side of the whole operation. Personally, I was able to adapt all that I have learned in this amazing course to the rooms operations and teach some of the material to my supervisors and team members, to be able to develop some managerial sense in them. Finally, regarding the course, I would recommend that in the future there be certain topics regarding local industry challenges participants could choose from, to be able to provide solutions to those challenges, since all*

*participants are in a managerial level position, and could have helpful ideas. I was fortunate to earn this course certificate and I look forward to earning more certificates through our beloved JHA in cooperation with other educational organizations. I would like to also take this opportunity to thank you personally for all you have done, for you are an asset to the JHA, best of luck in your career.”*

**Izz Dean Qaraein**  
**Quality Assurance & Front Office Manager**  
**Le Royal Amman**

*“The program provided good insight in terms of paying attention to service details, health environment and professional staff who handle everything it takes to make the hotel a safe home for our valued guests. The contents of the program were educational, interesting and very helpful by linking hospitality operations (Rooms, Food & Beverage) in the given material. Also, the delivery style of the program was extremely comfortable. I highly recommend it for everyone in the hospitality industry.”*

**Mohammad Abu Jafar**  
**Executive housekeeper**  
**Four Seasons Hotel Amman**

*‘Since March 2020 and during pandemic, the tourism and hospitality sector has been facing a great challenge in Jordan. Regardless of all the challenges, the JHA is still taking the lead in improving and developing the hotels team members and employees. Pathways to Professionalism Level 4 was one of a kind on the national level, and a powerful tool for a successful manager. The program is rich with guidelines and information that helps manager’s leadership skills and a useful tool for the day to day work operation. I would like to thank JHA team members and institute for the great help, support, and commitment to participants needs, that showed the sincere dedication to ward a great cause.”*

**Qasem Asaad**  
**Director of Housekeeping.**  
**The Boulevard Arjaan By Rotana**

*“After enrolling in these courses I have added knowledge and experience in short amount of time, and it helped me through my daily working routine, also it helped me improve my leadership skills. I wish that's we could have more courses like this.”*

**Hamzeh Al Bitar**  
**Sous Chef**  
**W Amman Hotel**

*“Since May 2020, we were facing a lot of ignorance about COVID-19 precautions and safety standards to deal with our daily lives. But with the training and management of this course, I became familiar with all the personal, and organizational safety standards, COVID-19 protocols and successful leadership practices. During the exam period I was infected with the COVID-19 virus, but despite that I studied and passed the exam, and now have great knowledge and experience. Thanks to Jordan Hotels Association (JHA) for providing this opportunity to develop our knowledge and the ability of risk assessment.”*

**Majd Mousa**  
**Outlet Manager**  
**Amman Rotana Hotel**

*“I had a very joyful learning experience during the past four months in studying Pathways to Professionalism Level 4! Really, it is an enjoyable experience, especially the way of explanation and delivering the ideas, cascading this to our employees will motivate to build & develop their personality and help them take over tasks easily!”*

**Noor Abu Shaweesh**  
**Assist. Director of Sales**  
**Mövenpick Hotel Amman**

*“Let me start by saying thank you for the great experience. We had a great learning journey and were led to a great experience by having the best outcomes from this journey. Our goal was to have a better working place and atmosphere for our employees, by encouraging them to better understand the importance of applying the standards that lead to a better working place and attract customers. For that, I'm pleased to announce that we are now able to make a better place to work. Thank you for your efforts and best of luck for the upcoming years of improvements.”*

**Zaid Wafa**  
**Training Supervisor**  
**Mövenpick Hotel Amman**

*“We'd like to thank you all. I have been enjoyed the training and we get a lot of experience, and we improved our skills, I will share my experience with my employ and colleagues and I hope to be part of the next training.”*

**Mu'taz Al Khalayleh**  
**Assist. Housekeeping Manager**  
**Movenpick Aqaba**