



GHRA
Guam Hotel and
Restaurant
Association

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GHRA is an equal
opportunity provider and
employer. Complaints of
discrimination should be
sent to: USDA, Director,
Office of Civil Rights,
Washington, D.C. 20250-
9410, or call (202) 720-5964
(Voice and TDD).

The GHRA's Human Resources & Education Committee presents Level I Korean Language & Etiquette Training

March 13, 2020
Friday
9:00am-11:00am

Eric Ji, GHE
Hafa Adai Korea

Minimum of
20 students
for this course

Location:
Hotel Nikko
Guam

This course will be most useful for Front Desk and Guest Relations.

This training offers a valuable opportunity for participants to increase their knowledge in understanding Korean culture and to gain confidence and competency in servicing Korean guest. The training provides necessary information to meet the research-driven course objectives. The training emphasizes understanding culture aspects and acquiring practical skills that are applicable to the career fields of the participants. The skill includes: oral communication, use of numbers, information technology, analyzing, and solving problems. This training is appropriate for any individuals associated with Korean customer service.

Introduction to Korean Language

- Participants will learn and speak useful expressions to greet and assist customers and learn to introduce yourself.
- Be able to give simple directions and names of facilities.
- Use of Numbers: Participants will memorize necessary vocabulary words to count items and money in US Dollars and Korean Won.
- Information Technology: Participants will familiarize themselves to a few popular Korean cellular phones in a Korean language setting to better assist customers.

Korean Cultural Practices & Etiquette

- Participants will understand non-verbal behaviors involved in conversations such as the customer of bowing, the rules of eye contact, a degree of "friendliness and facial expressions.
- Participants will gain confidence and competency in servicing Korean customers with cultural awareness by understanding their gestures, values, habits, and customs.
- Participants will learn to address common complaints with an appropriate, culturally accepted approach.

Deadline to register is **no later than the close of business day, Wednesday, March 11, 2020**. Please return this registration form to GHRA via **Fax 649-8565** or Email: info@ghra.org. Please make checks payable to **GHRA**. The seminar fee is not refundable: we require a **48hour cancellation notice in writing**. Should you have any questions, please contact GHRA at **649-1447**.

PLEASE
SELECT
ONE:

☐ **\$0.00 – Free IF YOUR COMPANY QUALIFIES UNDER THE USDA RBDG GRANT PROGRAM (SEE BELOW)**

GHRA Member:	<input type="checkbox"/> \$60/student if paid by Mar. 9	<input type="checkbox"/> \$80/student if paid after Mar. 9
Non- Member:	<input type="checkbox"/> \$80/student if paid by Mar. 9	<input type="checkbox"/> \$100/student if paid after Mar. 9

CERTIFICATES WILL BE ISSUED. PLEASE PRINT OR TYPE NAME CLEARLY AND CORRECTLY BELOW.

1) _____ 2) _____

3) _____ 4) _____

Company Name: _____ Contact Person: _____

Tel: _____ Fax: _____ Email: _____

*GHRA is awarded USDA Rural Business Development Grant of \$14,000 for training and education programs. According to USDA RD Instruction 1942-G, any company that has less than one million dollars (\$1M) in annual revenue and less than fifty (50) employees shall be afforded the opportunity to attend this seminar at minimum to no cost, subject to availability.