

## WAN MOHAMAD FADZIL BIN WAN KAMARUZAMAN



### **Wan Mohd Fadzil: A Pioneer in Hospitality Excellence**

Wan Mohd Fadzil is a distinguished figure in the hospitality industry, boasting over four decades of transformative leadership and innovation. As a Certified Hospitality Trainer (CHT) accredited by the American Hotel and Lodging Educational Institute, he has set benchmarks in training, leadership, and service excellence. His career is a remarkable journey, blending passion, expertise, and visionary leadership that has propelled luxury hotels and resorts to achieve unparalleled success while nurturing the next generation of hospitality leaders.

Wan Fadzil's professional journey began with roles that took him across the globe, including positions in Saudi Arabia, Iraq, and Brunei. Early in his career, he served as a Night Auditor at Atallah Sheraton Riyadh, Front Office Assistant at Al Sadeer Novotel Baghdad, and Information System Supervisor at Sheraton Utama Hotel Brunei. These international experiences laid the foundation for his deep understanding of diverse cultures and global hospitality standards.

Throughout his illustrious career, Wan Fadzil has held pivotal roles in renowned establishments. From 2000 to 2006, he served as Front Office Manager at The Pan Pacific Hotel Kuala Lumpur, refining guest services and operational excellence. His tenure as Rooms Division Manager at Parkroyal Hotel Kuala Lumpur from 2008 to 2010 and as Resident Manager at Aryani Resort Terengganu in 2010 showcased his ability to lead large teams while enhancing operational efficiency. He also played a significant role in pre-opening and operational management, notably at Lanai Casuarina Kuala Kangsar and Adya Hotel Langkawi, where he held the position of Hotel Manager and Resident Manager, respectively.

Training and development have been at the heart of Wan Fadzil's contributions to the industry. As a Training Manager at Seri Pacific Hotel Kuala Lumpur (2012-2014), he

conducted a series of customer service training programmes for frontliners, ensuring service excellence. His leadership in training extended to initiatives like the “Perfect Service” programme at Parkroyal Hotel Kuala Lumpur and the Certified Host Malaysia Programme implemented by the Ministry of Tourism, Arts and Culture (MOTAC) in 2012. Wan Fadzil also served as an official trainer for the 2009 MAHTEC-JTM project, training entry-level hoteliers in Front Office Management across Melaka, Langkawi, and Selangor.

An advocate for academic and professional development, Wan Fadzil has shared his expertise as an External Examiner for Taylor’s College, evaluating Diploma in Hotel Management students. He was also part of the Industry Expert Panel for Kolej Vokasional Langkawi, shaping curricula for diploma programmes in tourism. His qualifications include a Post-Graduate Certificate in Business Administration from Southern Cross University, Australia, and participation in the Professional Development Program on Strategic Pricing and Revenue Management at Cornell-Nanyang University in Singapore. These achievements underscore his commitment to continuous learning and excellence.

Wan Fadzil’s impact is evident in the success of the organizations he has served. Under his leadership, Adya Hotel Langkawi and Casuarina Meru Hotel Ipoh achieved significant milestones, including the reimplementing of comprehensive staff orientation programmes and the enhancement of guest services. His innovative approaches and dedication to quality have set new standards in hospitality training and management.

In summary, Wan Mohd Fadzil’s career is a testament to his passion for hospitality, leadership, and education. His ability to combine operational expertise with innovative training methodologies has left an indelible mark on the industry. A referred figure in international hospitality, Wan Fadzil continues to inspire excellence, shaping the future of the industry through his unwavering commitment to growth, innovation, and service.