

Masako Yamamura

The Ken Blanchard Companies Certified Trainer
The Bob Pike Group Certified Trainer



Masako started out her career in Learning & Development as an in-house trainer within the Hyatt International Hotels, where she supported the successful launches of Hyatt Regency Fukuoka and Grand Hyatt Fukuoka, by developing and implementing pre-opening training programs for all staff. She has executed a vast variety of hospitality training sessions and has also orchestrated a management level training, which was a joint project of all domestic Hyatt Hotels combined.

She then moved on to Gap Japan and subsequently to Coach Japan, where she respectively established the basis of customer service training for field staff, customized and rolled out training programs developed by U.S. headquarters, designed and implemented training programs for newly-hired managers and separate programs for management level employees.

Masako became an independent business owner in 2009 and since been further and more deeply involved in the following:

- creating and implementing selling skills training programs for luxury fashion brands
- developing and executing management level trainings on behalf of companies in the financial and cosmetic industries and international hotels
- planning and administering pre-opening trainings for many hotels

Masako's domain of expertise is in creating a strategically blueprinted custom-designed training programs & supporting materials, as well as administering effective (and oftentimes fun to attend!) training sessions in the areas of Selling skills, KPI management & analyses, Coaching, Communication skills, and Management level employees.