



Peter Hou
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Peter's motto in life is actually derived from a famous Chinese saying, "Never stop learning." His is, "Never cease an opportunity to learn and better oneself." His belief is evident in his passion for training. He has over 10 years of experience in this field and he is very eager to share his learning with others. He has a very pleasing and engaging facilitating style that is both captivating and easy to follow.

Prior to joining AcComm, Peter worked in the service industry for over 26 years. Peter has extensive experience in leadership development and organizational transformation throughout his career with the airlines. He worked as a flight attendant for Northwest and Delta airlines. He later became an in-flight leader, leading colleagues in providing excellent customer service. He led and participated in various enhancement projects for in-flight services. He was a learning designer and trainer & mentor for newly hired flight attendants and newly promoted leaders. He also conducted trainings such as Communication, Coaching & Mentoring, Cultural Awareness, Emotional Intelligence, Think On Your Feet™, and FAA certified safety programs. He has great talent in simplifying concept and learning contents to the needs of participants. His workshop is therefore engaging and interactive.

Peter studied in West Bengal, India and was certified in various global training and development. He is also a certified EQ and Leadership facilitator where he successfully conducted the course for international participants.

Having worked in such a diversified environment helped him specialized in various styles of communication, presentation skills, cultural sensitivity, customer service satisfaction & recovery, and developing leadership capability. For more information, please contact us or visit www.aclc-asia.com