



## Palak Pandey-Mhasde

Palak Mhasde exudes service and is passionate about training and educating people to deliver better service. As a facilitator of Service Excellence Workshops, she creates a memorable and uplifting experience, energizing each participant to improve their service performance. Her enthusiasm in sharing global best practices combined with real-life experiences make each session engaging and effective.

As a member of Client Success team, Palak enjoys working with organizations all over the world, enabling them in their service culture transformation journeys. She works closely with client project managers to cascade the principles of Service Excellence through workshops and education programs. Palak cares deeply about understanding client needs and brings a consultative approach to solving problems.

Palak also leads the Corporate Social Responsibility activities for UP! Your Service. She is committed to working on grassroot level to bring about change in the lives of people. In association with a Singapore-based charitable organization, 'Daughters of Tomorrow', Palak has educated hundreds of underprivileged women about Service Excellence to build their confidence and enable them to join the local workforce.

Palak holds Bachelors degree in Science, and is a certified ACTA trainer in Singapore. Prior to working with UP! Your Service, she was a member of the award-winning cabin crew team of Singapore Airlines.

*“Thank you for the clearly delivered training and insightful coaching. An awesome learning journey.”*

**NCS SINGAPORE**  
Affendy Bin Ramli  
Project Manager

*“It was really good to have Palak work with our DOT team and help us align our service standards and expectations. My colleagues found the exercises illuminating and it was great to see so much self and team introspection and suggestions for improvements to take us forward!”*

**DAUGHTERS OF TOMORROW**  
Carrie Tan  
Executive Director