



# Master Hotel Operations & Guest Experience

19 - 23 Jan 2027  
Madrid



# Master Hotel Operations & Guest Experience

**Ref.:** 103600416\_61269 **Date:** 19 - 23 Jan 2027 **Location:** Madrid **Fees:** 5700 **Euro**

## Course Overview:

Hotel Hospitality Management Training: Leadership, Operations & Guest Experience is a comprehensive hospitality operations training program designed for professionals aspiring to excel in the dynamic hotel industry. This professional hospitality course blends theory with practice, focusing on hotel management training course essentials such as guest cycle management, hotel front office and housekeeping training, and food and beverage management course fundamentals. Participants will explore the leadership competencies required to create exceptional guest experiences while mastering the technicalities of hotel operations and guest services.

Through an applied learning approach, participants will gain insights into hospitality leadership skills, customer-centric service delivery, and efficient organizational structures that drive hotel success. Drawing on global case studies and best practices from industry references, this hospitality management certification prepares learners to confidently handle challenges in front office, housekeeping, F&B, and support divisions.

## Target Audience:

- Hotel Managers & Assistant Managers
- Front Office Supervisors & Reception Staff
- Housekeeping Managers & Team Leaders
- Food & Beverage Supervisors and Banquet Managers
- Guest Relations Executives
- Hospitality Trainers & HR Managers in the service industry

## Targeted Organizational Departments:

- Front Office & Reservations
- Housekeeping & Facility Services
- Food & Beverage Management
- Sales & Marketing for Hotels
- Guest Services & Concierge Teams
- Human Resources in Hospitality Operations

## Targeted Industries:

- Hotels & Resorts
- Cruise Lines & Luxury Lodges
- Boutique & Heritage Hotels
- Event & Convention Venues
- Airlines and Airport Lounges hospitality services
- Healthcare Hospitality & Corporate Guest Houses

## Course Offerings:

By the end of this course, participants will be able to:

- Apply hospitality leadership skills to manage hotel teams effectively.
- Oversee hotel front office and housekeeping training functions with confidence.
- Implement best practices in food and beverage management course operations.
- Deliver world-class hospitality customer service training for guest loyalty.
- Develop strategies to enhance efficiency in hotel operations and guest services.
- Evaluate industry standards and apply them for hospitality management certification readiness.

## Training Methodology:

This hotel management training course uses interactive, learner-centered methodologies to ensure practical skill development. Participants will engage in case studies from global hotels, scenario-based exercises reflecting real hospitality operations training program challenges, and group work to design service improvement strategies. Interactive sessions will cover problem-solving in front office and housekeeping, role-plays in guest interactions, and simulations in F&B service.

Feedback sessions and peer learning ensure participants internalize hospitality customer service training skills. Participants will also explore digital innovations such as online booking systems and property management software, aligning the course with hotel management diploma online standards. By blending discussion, guided reflection, and hands-on practice, the course ensures participants leave with measurable improvements in leadership, communication, and guest engagement.

## Course Toolbox:

- Participant workbook with key models & checklists
- Templates for service quality audits & guest satisfaction tracking
- Case studies on hotel operations and guest services
- Sample SOPs for front office, housekeeping, and F&B
- Practical scenarios from professional hospitality courses
- Access to online reading resources aligned with hospitality management certification standards



## Course Agenda

### Day 1: Foundations of Hotel Hospitality Management

- **Topic 1:** Global Hospitality Industry and Service Culture
- **Topic 2:** Hotel Classification, Lodging Types & Market Segments
- **Topic 3:** Guest Cycle: Pre-Arrival, Arrival, Occupancy & Departure
- **Topic 4:** Core Functions of a Hotel: Operations & Support Services
- **Topic 5:** Professionalism, Ethics, and Cultural Sensitivity in Hospitality
- **Topic 6:** Impact of Global Trends and Technology on Hospitality
- **Reflection & Review:** Building a Strong Foundation in Hotel Operations

### Day 2: Front Office Operations & Guest Services

- **Topic 1:** The Role of the Front Office as the “Hotel Nerve Center”
- **Topic 2:** Reservations, Registration, Check-In & Check-Out Processes
- **Topic 3:** Guest Communication, Problem-Solving & Complaint Handling
- **Topic 4:** Concierge, Bell Desk, and Uniformed Services Operations
- **Topic 5:** Front Office Accounting & Revenue Control Systems
- **Topic 6:** Technology in Guest Services: PMS, CRM, Mobile Apps
- **Reflection & Review:** Delivering Seamless Hotel Operations and Guest Journeys

### Day 3: Housekeeping & Facility Management

- **Topic 1:** Housekeeping Roles in Guest Comfort and Satisfaction
- **Topic 2:** Cleaning Standards, Hygiene, and Sustainability Practices
- **Topic 3:** Linen, Laundry Management & Lost and Found Systems
- **Topic 4:** Coordination Between Housekeeping, Front Office & F&B
- **Topic 5:** Safety, Security, and Emergency Procedures in Housekeeping
- **Topic 6:** Facility Aesthetics: Interior Décor, Landscaping & Pest Control
- **Reflection & Review:** Excellence in Housekeeping and Facility Operations

### Day 4: Food & Beverage Management

- **Topic 1:** Structure and Functions of the Food & Beverage Department
- **Topic 2:** Kitchen Operations, Culinary Divisions & Stewarding
- **Topic 3:** Restaurant and Banquet Management
- **Topic 4:** Menu Design, Cost Control, and Profitability in F&B
- **Topic 5:** Service Etiquette, Guest Engagement & Cross-Selling Skills
- **Topic 6:** Trends in Culinary Arts, Beverage Services & Global Dining
- **Reflection & Review:** Enhancing Guest Experiences through F&B Excellence



## **Day 5: Hospitality Leadership & Strategic Management**

- **Topic 1:** Hospitality Leadership Skills & Management Styles
- **Topic 2:** Recruitment, Training & Retention of Hospitality Staff
- **Topic 3:** Team Motivation, Diversity & Multicultural Workforce Management
- **Topic 4:** Sales, Marketing & Revenue Management Strategies for Hotels
- **Topic 5:** Quality Assurance, Guest Feedback & Performance Evaluation
- **Topic 6:** Future of Hospitality: Smart Hotels, AI, and Sustainability
- **Reflection & Review:** Leading Hotels Toward Sustainable Success

## **FAQ:**

### **What specific qualifications or prerequisites are needed for participants before enrolling in the course?**

No prior certification is required. Basic knowledge of hospitality or customer service is helpful, but this professional hospitality course is designed to accommodate learners from beginner to managerial levels.

### **How long is each day's session, and is there a total number of hours required for the entire course?**

Each day lasts 4-5 hours, including activities. Total training time: 20-25 hours spread over five days.

### **How This Course is Different from Other Hotel Management Training Courses:**

Unlike many generic hotel management training courses, this program emphasizes leadership, operations, and guest experience in equal measure. It integrates hospitality leadership skills with deep operational knowledge of front office, housekeeping, and food and beverage management course topics. Case studies from leading global hotels, interactive simulations, and real-world problem-solving make it more engaging than traditional lecture-based courses.

# Training Course Categories



**Agile PM and Project Management Training Courses**



**Certified Courses By International Bodies**



**Communication and Public Relations Training Courses**



**Continues Professional Development (CPD) Certified Courses**



**Data Analytics Training and Data Science Courses**



**Environment & Sustainability Training Courses**



**Finance and Accounting Training Courses**



**Governance, Risk and Compliance Training Courses**



**HR TRAINING & DEVELOPMENT**

**Human Resources Training and Development Courses**



**IT Security Training & IT Training Courses**



**Leadership and Management Training Courses**



**PROCUREMENT LEGAL TRAINING CONTRACTING COURSES**

**Legal Training, Procurement and Contracting Courses**

# Training Course Categories



**Maintenance Training and Engineering Training Courses**



**Marketing, Customer Relations, and Sales Courses**



**Occupational Health, Safety and Security Training Courses**



**Personal & Self-Development Training Courses**



**Quality and Operations Management Training Courses**



**Secretarial and Administration Training Courses**



# Training Cities



**Accra - Ghana**



**Al Jubail - Saudi Arabia**



**Amman - Jordan**



**Amsterdam - Netherlands**



**Athens - Greece**



**Baku - Azerbaijan**



**Bali - Indonesia**



**Bangkok - Thailand**



**Barcelona - Spain**



**Cairo - Egypt**



**Cape town - South Africa**



**Casablanca - Morocco**



**Chicago - USA**



**Doha - Qatar**



**Dubai - UAE**



**Geneva - Switzerland**



# Training Cities



**Istanbul - Turkey**



**Jakarta - Indonesia**



**Johannesburg - South Africa**



**Kuala Lumpur - Malaysia**



**Kuwait - Kuwait**



**Langkawi - Malaysia**



**London - UK**



**Madrid - Spain**



**Manama - Bahrain**



**Marbella - Spain**



**Milan - Italy**



**Montreux - Switzerland**



**Munich - Germany**



**Muscat - Oman**



**Nairobi - Kenya**



**Nice - France**



# Training Cities



**Paris - France**



**Phuket - Thailand**



**Prague - Czech Republic**



**Riyadh - Saudi Arabia**



**Rome - Italy**



**San Diego - USA**



**Seoul - South Korea**



**Sharm El-Sheikh - Egypt**



**Tashkent - Uzbekistan**



**Tbilisi - Georgia**



**Tokyo - Japan**



**Trabzon - Turkey**



**Vienna - Austria**



**Zanzibar - Tanzania**



**Zoom - Online Training**

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



**AGILE LEADERS**  
Training Center

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