# Sustainable Accommodation Operations Management Training Course

7 – 11 June 2027
Kuala Lumpur

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**Ref:** 1557_214871 **Date:** 7 – 11 June 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

## Overview

Sustainable Accommodation Operations Management Training Course is a one-week advanced course for lodging managers, sustainability leads, facilities teams, housekeeping leaders, procurement teams, and hospitality professionals who need an operational sustainability improvement plan. It connects sustainability management systems with resource efficiency, sustainable procurement, green housekeeping, guest engagement, supplier controls, and performance measurement. Participants apply standards-based tools to turn policy into operating decisions. Agile Leaders Training Center delivers this course on sustainable accommodation operations management.

## Who Should Attend

- Teams responsible for hotel and lodging operations
- Units managing energy, water, buildings, and maintenance
- Housekeeping teams controlling cleaning methods and consumables
- Procurement teams selecting products and suppliers
- Sustainability teams coordinating policy, data, and improvement
- Guest-experience teams communicating operational practices

The course assumes participants already manage accommodation operations or support functions and leaves out introductory environmental-awareness theory.

## Departments and Industries

The course supports departments and industries responsible for accommodation performance and resource use.

- Hotels, resorts, hostels, and serviced accommodation
- Facilities management and building services
- Housekeeping, laundry, and food service operations
- Procurement, supply chain, and contractor management
- Tourism operations and destination accommodation networks

## Learning Objectives

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

- Analyze sustainability baselines and operational priorities
- Apply accommodation sustainability management requirements
- Build energy, water, and waste control plans
- Use sustainable procurement and housekeeping criteria
- Prioritize staff, guest, and supplier engagement actions
- Evaluate performance and corrective improvement decisions

## Course Agenda

### Day 1: Management System and Baseline

- ISO 21401 Sustainability Management System Requirements Map
- GSTC Hotel Sustainability Performance Indicator Review
- Accommodation Sustainability Aspect and Impact Register
- Operational Baseline and Materiality Assessment Matrix
- Sustainability Policy and Responsibility Assignment Framework

### Day 2: Energy, Water, and Carbon Controls

- Energy Use per Guest-Night Measurement Model
- Water Risk and Consumption Baseline Method
- Equipment and Operating-Control Opportunity Checklist
- Greenhouse Gas Source and Reduction Action Register
- Resource Target and Variance Monitoring Dashboard

### Day 3: Waste, Purchasing, and Housekeeping

- Solid and Food Waste Flow-Mapping Tool
- Waste Prevention, Reuse, and Separation Hierarchy
- Environmentally Preferable Purchasing Criteria Matrix
- Supplier Sustainability Screening and Evidence Checklist
- Green Housekeeping Chemical and Consumable Control Sheet

### Day 4: People, Guests, and Performance Governance

- Staff Role and Sustainability Competence Matrix
- Guest Participation and Choice Architecture Canvas
- Accurate Sustainability Communication Evidence Test
- Contractor Performance and Corrective Action Scorecard
- Sustainability Review and Continual Improvement Cycle

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## Day 5: Simulation and Improvement Planning

- Accommodation Baseline Prioritization Simulation
- Resource-Control Scenario Analysis Exercise
- Procurement and Housekeeping Decision Exercise
- Guest Communication and Evidence Review Exercise
- Sustainable Accommodation Operations Improvement Plan

## Practical Exercises

The course includes suggested activities that convert standards and operating data into workplace controls.

- Suggested activity: assess an accommodation sustainability baseline and prioritize material operational impacts.
- Suggested activity: design resource targets and controls for energy, water, and waste data.
- Suggested activity: evaluate supplier evidence and build green housekeeping purchasing criteria.
- Suggested activity: present an improvement dashboard with corrective actions and assigned responsibilities.

## FAQs

### Who is the Sustainable Accommodation Operations Management Training Course suitable for?

It suits experienced accommodation managers and support teams responsible for operations, facilities, housekeeping, procurement, sustainability, or guest experience. Participants should already influence operational decisions; basic environmental awareness is not repeated.

### How does sustainable accommodation operations management differ from general hotel management?

Sustainable accommodation operations management applies environmental, social, and economic controls to resource use, purchasing, housekeeping, suppliers, guest engagement, measurement, and improvement, while general hotel management covers a broader range of commercial and service functions.

### How can accommodation teams measure energy, water, and waste performance?

Accommodation teams can use consistent boundaries, source records, guest-night activity data, baseline periods, normalized indicators, targets, variance reviews, and documented corrective actions to connect consumption with operational decisions.

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## How can eco-friendly accommodation practices avoid unsupported sustainability claims?

Eco-friendly accommodation practices can link every claim to documented policies, operating records, measured results, supplier evidence, and transparent limitations, then review communications before publication.

## Conclusion

Participants leave with a Sustainable Accommodation Operations Improvement Plan covering governance, resource controls, purchasing, housekeeping, engagement, suppliers, measures, and corrective actions. The plan aligns departments around defined responsibilities and operational evidence. It also establishes a repeatable basis for performance review, prioritization, and continual improvement.