



Essential Hospitality Workplace Skills Training Course

8 – 12 August 2027
Nairobi

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Ref: 1560_215205 **Date:** 8 – 12 August 2027 **Location:** Nairobi **Fees:** 4500 Euro

Overview

Essential Hospitality Workplace Skills Training Course is a one-week foundation course for hospitality employees, supervisors, and new entrants who need a Hospitality Service Routine Guide. It builds consistent professional conduct, guest communication, teamwork, service recovery, hygiene, safety, and shift coordination across hotels, restaurants, and visitor services. Participants use practical checklists, scenarios, and handover tools to turn service standards into repeatable workplace actions. Agile Leaders Training Center delivers this course on essential hospitality workplace skills.

Who Should Attend

- Teams responsible for welcoming guests and responding to service requests
- Employees coordinating front-office, restaurant, housekeeping, and visitor-service tasks
- Supervisors responsible for daily service standards and team handovers
- New entrants preparing for guest-facing hospitality responsibilities
- Support teams responsible for hygiene, safety, and workplace readiness

The course assumes participants work in or are preparing to enter a service environment, and it leaves out hotel financial management and advanced revenue strategy.

Departments and Industries

The course supports departments and industries that coordinate guest service and safe workplace routines.

- Hotels, resorts, and serviced accommodation
- Restaurants, cafes, and catering operations
- Tourism attractions and visitor centers
- Front office, reservations, and guest relations
- Housekeeping, facilities, and workplace support

Learning Objectives

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

- Apply professional hospitality conduct during guest interactions
- Use a guest journey map to anticipate service needs
- Build clear team handovers and task coordination routines
- Diagnose service failures and select recovery responses
- Apply hygiene and workplace safety checklists



- Evaluate service consistency using feedback and observation

Course Agenda

Day 1: Hospitality Conduct Foundations

- Professional Conduct and Presentation Checklist
- Service Standards Behavior Map
- Guest Expectation and Moment-of-Truth Model
- Respectful Workplace Communication Method
- Personal Readiness Self-Assessment

Day 2: Guest Communication and Care

- Guest Journey Mapping Tool
- Active Listening and Clarification Technique
- Cross-Cultural Communication Cue Card
- Telephone and Digital Service Protocol
- Guest Request Prioritization Matrix

Day 3: Teamwork and Operational Coordination

- Service Role and Responsibility Matrix
- Shift Handover Briefing Template
- Interdepartmental Request Tracking Log
- Workload Sequencing and Escalation Method
- Team Service Coordination Huddle

Day 4: Recovery, Hygiene, and Safety

- Service Failure Diagnosis Checklist
- Listen-Acknowledge-Resolve-Follow-Up Method
- Complaint Escalation Decision Tree
- WHO Five Keys to Safer Food
- Hospitality Hazard Observation Checklist

Day 5: Service Practice and Capstone

- Suggested Guest Welcome Scenario Exercise
- Suggested Difficult Conversation Role-Play
- Suggested Shift Handover Simulation
- Suggested Hygiene and Hazard Walk-Through
- Hospitality Service Routine Guide Capstone Exercise



Practical Exercises

The course uses suggested activities to connect service standards with routine workplace decisions.

- Suggested activity: map a guest journey and identify moments requiring clear communication or coordination.
- Suggested activity: respond to a service failure using diagnosis, acknowledgment, resolution, and follow-up steps.
- Suggested activity: complete a shift handover with responsibilities, open requests, hazards, and escalation points.
- Suggested activity: present a Hospitality Service Routine Guide for a selected workplace.

FAQs

Who is the Essential Hospitality Workplace Skills Training Course suitable for?

It suits hospitality employees, supervisors, and new entrants responsible for guest contact or service coordination. Participants should work in or be preparing for a service environment; prior management experience is not required.

How does essential hospitality workplace skills training differ from hotel management training?

Essential hospitality workplace skills training focuses on frontline conduct, guest care, teamwork, recovery, hygiene, and daily coordination, while hotel management training addresses broader commercial, staffing, and strategic responsibilities.

What are the most important essential hospitality workplace skills?

The most important skills combine professional conduct, attentive communication, teamwork, task coordination, service recovery, hygiene, safety awareness, and reliable handovers.

How should frontline hospitality staff handle a guest complaint?

Frontline staff should listen without interruption, acknowledge the concern, clarify facts, act within authority, escalate when required, record the response, and follow up.

How do hospitality teams maintain consistent guest service?

Hospitality teams maintain consistency through clear standards, role ownership, briefings, handover records, request tracking, observation, feedback, and corrective action.



Conclusion

Participants take back a Hospitality Service Routine Guide covering guest interactions, team coordination, service recovery, hygiene, safety, and handovers. The guide makes expected behaviors and escalation routes visible during daily work. It also gives supervisors and employees a shared basis for observing service, correcting gaps, and improving consistency.