Hotel Management Foundations Training Course

21 – 25 March 2027
Nairobi

AGILE LEADERS
Training Center

AGILE LEADERS
Training Center

Hotel Management Foundations Training Course

Ref: 1576_216186 **Date:** 21 – 25 March 2027 **Location:** Nairobi **Fees:** 4500 Euro

Overview

Hotel Management Foundations Training Course is a one-week foundation programme for professionals preparing to coordinate work across hotel departments. Participants learn how hotel business models, organisational structures, guest journeys, rooms operations, service teams, support functions, commercial measures, and daily controls fit together. The course focuses on first-time management literacy rather than advanced operational specialisation. Each participant leaves with a practical Hotel Operations Management Plan. Agile Leaders Training Center provides this course to build confident cross-department coordination.

Who Should Attend

- Hotel supervisors and management trainees
- Department coordinators preparing for broader responsibilities
- Aspiring hotel managers seeking cross-department knowledge
- Front office, housekeeping, food and beverage, and support professionals
- Hospitality professionals moving into hotel operations roles

Departments and Industries

- Hotels, resorts, serviced accommodation, and lodging businesses
- Front office, reservations, and guest services
- Housekeeping, rooms coordination, and facilities support
- Food and beverage, sales, finance, and human resources interfaces
- Hotel operations, quality, safety, and duty management functions

Learning Objectives

- Explain hotel business models, structures, and department responsibilities
- Map guest-journey handoffs across reservations, front office, housekeeping, and service teams
- Coordinate daily room, service, food and beverage, and support information
- Interpret basic occupancy, room-revenue, cost, quality, and service measures
- Apply operating controls, briefing routines, escalation paths, and service-recovery methods
- Create a practical Hotel Operations Management Plan

AGILE LEADERS
Training Center

Course Agenda

Day 1: Hotel Business and Department Structure

1. Distinguish hotel types, service levels, and operating models
2. Map the organisation with a Department Responsibility Chart
3. Define management roles, reporting lines, and decision boundaries
4. Trace the guest journey across hotel departments
5. Identify critical handoffs using a Department Interface Matrix

Day 2: Rooms Division and Guest Journey Coordination

1. Follow the reservation cycle from enquiry to confirmation
2. Map arrival, registration, stay, departure, and account-settlement steps
3. Coordinate front office and housekeeping with a Room Status Control Board
4. Manage guest information, special requests, and shift handovers
5. Respond to service failures with a Service Recovery Workflow

Day 3: Housekeeping, Food and Beverage, and Support Interfaces

1. Plan housekeeping priorities with a Daily Rooms Coordination Checklist
2. Connect cleanliness, maintenance, safety, and room-release decisions
3. Coordinate food and beverage service with rooms and guest activities
4. Map engineering, security, finance, purchasing, and human resources support
5. Run a cross-department briefing using a Briefing Agenda Template

Day 4: Commercial Awareness and Operating Control

1. Interpret occupancy, average room rate, and basic room-revenue measures
2. Connect demand, availability, pricing, and department workload decisions
3. Monitor labour, supplies, waste, and controllable costs
4. Use service, quality, safety, and incident indicators in a Daily Control Dashboard
5. Escalate exceptions through an Operational Decision and Escalation Matrix

Day 5: Integrated Hotel Operations Management

1. Review standard operating procedure maps and manager control points
2. Coordinate a simulated hotel operating day across departments
3. Diagnose guest-journey breakdowns with a Root Cause Worksheet
4. Prioritise improvements using an Impact and Evidence Matrix
5. Present a Hotel Operations Management Plan

AGILE LEADERS
Training Center

Practical Exercises

- Build a hotel department responsibility chart
- Map guest-journey handoffs and room-status coordination
- Run a daily cross-department briefing
- Interpret a basic hotel operating dashboard
- Present a Hotel Operations Management Plan

Frequently Asked Questions

Is prior hotel management experience required?

No. The course is designed for new supervisors, coordinators, trainees, and professionals preparing for broader hotel responsibilities.

Does the course focus on one hotel department?

No. It builds foundational understanding of how core rooms, service, commercial, and support departments coordinate throughout the guest journey.

Will participants study detailed financial accounting?

No. They learn practical commercial awareness and basic operating measures needed for daily management decisions.

Conclusion

Participants finish with a practical understanding of hotel structures, guest-journey handoffs, department interfaces, daily controls, and management routines, supported by a Hotel Operations Management Plan they can adapt to their workplace.