

Master Hotel Operations & Guest Experience

21 – 25 November 2027
Dubai

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Training Center

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Ref: 103600416_83826 **Date:** 21 – 25 November 2027 **Location:** Dubai **Fees:** 4500 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.

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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

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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

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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

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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 one week.

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.