

## Hospitality and Hotel Management

*Kuala Lumpur (Malaysia)*

*20 - 24 January 2025*

UK Traininig

# PARTNER



## Hospitality and Hotel Management

Code: OC28 From: 20 - 24 January 2025 City: Kuala Lumpur (Malaysia) Fees: 4900 Pound

### Introduction

The **Hospitality and Hotel Management** course is designed to equip professionals with the skills and knowledge needed to excel in the dynamic hospitality industry. Participants will learn essential aspects of hotel operations, customer service excellence, marketing strategies, and financial management. The course also emphasizes leadership, guest experience optimization, and the latest industry trends, preparing individuals to effectively manage hotels and hospitality businesses in a competitive global market.

### Course Objectives:

- Understand key principles of hotel operations and management.
- Learn effective customer service and guest experience strategies.
- Explore marketing and sales techniques specific to the hospitality industry.
- Develop skills in financial management and budgeting for hotels.
- Gain insights into staff management and leadership in hospitality settings.
- Analyze the latest trends and innovations in the hotel and tourism sectors.
- Master techniques for managing food and beverage operations.
- Learn how to ensure quality standards and operational efficiency.

### Course Outlines:

#### Day 1: Introduction to Hospitality and Hotel Operations

- Overview of the hospitality industry and its key sectors.
- Understanding hotel organizational structures and management roles.
- Principles of front office operations and guest relations.
- Introduction to housekeeping and maintenance management.

#### Day 2: Customer Service Excellence and Guest Experience

- Importance of exceptional customer service in hospitality.
- Techniques for enhancing guest satisfaction and handling complaints.
- Managing guest expectations and creating memorable experiences.
- Building guest loyalty and repeat business strategies.

#### Day 3: Marketing and Sales in Hospitality

- Marketing strategies specific to the hospitality industry.
- Using digital marketing and social media for hotel promotion.
- Sales techniques for increasing bookings and revenue.



- Analyzing market trends and competitor analysis.

#### Day 4: Financial Management and Budgeting

- Fundamentals of financial management in hotel operations.
- Budgeting, forecasting, and cost control techniques.
- Managing hotel revenue streams and maximizing profitability.
- Understanding key financial metrics and performance indicators.

#### Day 5: Leadership, Staff Management, and Industry Trends

- Leadership skills for effective hotel management.
- Recruiting, training, and managing hotel staff.
- Exploring emerging trends and innovations in the hospitality industry.
- Sustainability practices and the future of hotel management.



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