BLACKBIRD FOR TRAINING

Excellence in Hospitality and Transportation Management in Health Sector

Amsterdam (Netherlands)

24 February - 7 March 2025

UK Traininig

PARTNER

www.blackbird-training.com

Excellence in Hospitality and Transportation Management in Health Sector

Code: HM28 From: 24 February - 7 March 2025 City: Amsterdam (Netherlands) Fees: 8300 Pound

Introduction

The Excellence in Hospitality and Transportation Management in the Health Sector training course is designed to provide healthcare professionals with the skills and knowledge necessary to effectively manage hospitality and transportation services in the healthcare industry. This course will cover the key aspects of hospitality and transportation management, including customer service, logistics, and cost management.

Course Objectives

- Provide healthcare professionals with a comprehensive understanding of hospitality and transportation management in the healthcare industry.
- Equip participants with the skills and knowledge necessary to effectively manage hospitality and transportation services in their healthcare organization.
- Improve customer service and patient satisfaction by providing high-quality hospitality and transportation services.
- Optimize logistical processes related to hospitality and transportation management in order to reduce costs and increase efficiency.
- Provide participants with best practices and case studies in hospitality and transportation management in the healthcare industry.
- Encourage collaboration and networking among healthcare professionals involved in hospitality and transportation management.

Course Outlines

Day 1: Introduction to Hospitality and Transportation Management in the Health Sector

- Overview of the healthcare industry.
- Importance of hospitality and transportation management in healthcare.
- Key challenges in hospitality and transportation management.
- Regulatory requirements for hospitality and transportation management in healthcare.
- Best practices in hospitality and transportation management in healthcare.

Day 2: Customer Service in Hospitality and Transportation Management

- Understanding customer needs and expectations.
- Effective communication with patients and their families.
- Handling customer complaints and feedback.
- Maintaining a positive customer service culture.
- Implementing customer service training programs.

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Day 3: Logistics in Hospitality and Transportation Management

- Understanding logistical processes in healthcare.
- Inventory management and supply chain optimization.
- Transportation logistics for patients and medical supplies.
- Tracking and monitoring systems for logistics.
- Case studies in successful logistics management in healthcare.

Day 4: Cost Management in Hospitality and Transportation Management

- Understanding the cost drivers in hospitality and transportation management.
- Budgeting and forecasting for hospitality and transportation services.
- Cost-saving strategies in transportation and hospitality management.
- Managing contracts and negotiating with suppliers.
- Measuring the ROI of hospitality and transportation services.

Day 5: Leadership and Team Management in Hospitality and Transportation Management

- Leadership styles in healthcare management.
- Building and leading effective teams in hospitality and transportation management.
- Managing conflicts and fostering collaboration among team members.
- Motivating and engaging staff in hospitality and transportation management.
- Providing performance feedback and coaching to team members.

Day 6: Accessibility and Inclusivity in Transportation Management

- Understanding the needs of patients with disabilities.
- Providing accessible transportation services for patients with disabilities.
- Ensuring compliance with disability regulations.
- Promoting inclusivity and diversity in transportation services.
- Case studies in successful accessibility and inclusivity in transportation management.

Day 7: Technology and Innovation in Hospitality and Transportation Management

- Overview of technology trends in healthcare hospitality and transportation management.
- Benefits and challenges of implementing technology solutions.
- Innovative solutions in hospitality and transportation management.
- Integrating technology solutions into healthcare workflows.
- Future trends and opportunities for technology and innovation in healthcare hospitality and transportation management.

Day 8: Environmental Sustainability in Hospitality and Transportation Management

- Understanding the environmental impact of healthcare hospitality and transportation services.
- Developing a sustainability strategy for hospitality and transportation management.
- Implementing sustainable practices in transportation and hospitality management.
- Measuring and reporting on sustainability performance.
- Case studies in successful sustainability practices in healthcare hospitality and transportation management.

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Day 9: Crisis Management in Hospitality and Transportation Management

- Preparing for crisis situations in hospitality and transportation management.
- Developing a crisis management plan.
- Communication strategies during crisis situations.
- Managing the impact of crises on patients and staff.
- Post-crisis recovery and lessons learned.

Day 10: Collaboration and Networking in Hospitality and Transportation Management

- Importance of collaboration and networking in healthcare hospitality and transportation management.
- Building relationships with other healthcare organizations and service providers.
- Sharing best practices and case studies in healthcare hospitality and transportation management.
- Collaboration and networking opportunities in the healthcare industry.
- Developing a plan for ongoing collaboration and networking after the training course.

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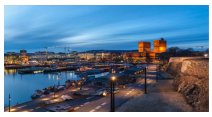
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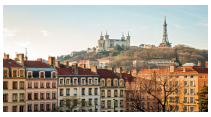
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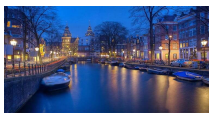
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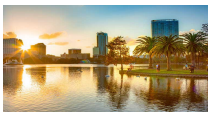
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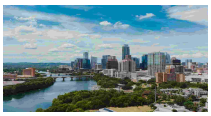
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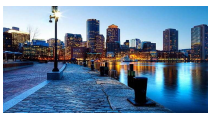
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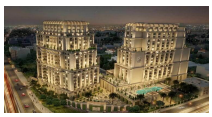
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