

Certified Hospitality Technology Professional

Kuala Lumpur (Malaysia)

18 - 22 August 2025

UK Traininig

PARTNER



Certified Hospitality Technology Professional

Code: IT28 From: 18 - 22 August 2025 City: Kuala Lumpur (Malaysia) Fees: 4900 Pound

Introduction

This course is crafted for professionals in the hospitality industry who seek to elevate their technical expertise and embrace cutting-edge technologies that drive efficiency and innovation across hotels, resorts, and other hospitality services. It equips participants with the tools and knowledge required to manage and integrate technology solutions in hospitality operations, from front-end customer interactions to back-end processes.

Course Objectives

- Explore the evolving role of technology in the hospitality industry.
- Gain in-depth knowledge of essential hospitality systems e.g., Property Management Systems, Revenue Management Systems.
- Acquire skills to evaluate, implement, and manage hospitality technology solutions.
- Develop strategies to enhance guest experiences through technology.
- Understand data security and privacy considerations unique to the hospitality sector.

Course Outlines

Day 1: Technology in Hospitality - An Overview

- Introduction to Technology in Hospitality
- Overview of Property Management Systems PMS
- Role of Cloud Computing in Hospitality
- Impact of Mobile Technology on Guest Experiences
- Introduction to Revenue Management Systems RMS

Day 2: Front-End Systems & Guest-Facing Technologies

- Digital Check-in & Check-out Systems
- Guest Room Technology Smart Rooms
- Customer Relationship Management CRM in Hospitality
- Mobile Applications for Enhanced Guest Engagement
- Improving Guest Experience Through Technology

Day 3: Back-End Systems & Operational Technology

- Hotel Operations Management Software
- Food & Beverage Management Systems
- Housekeeping Management Systems
- Integrating Point of Sale POS Systems



- Inventory and Procurement Systems in Hospitality

Day 4: Data Management, Security, and Privacy in Hospitality

- Data Management and Analytics in Hospitality
- Cybersecurity Threats Specific to the Hospitality Sector
- GDPR and Privacy Compliance in Hospitality
- Strategies for Securing Guest and Business Data
- Leveraging Data-Driven Decision-Making in Hospitality

Day 5: Emerging Trends and Future Technologies

- Applications of Artificial Intelligence and Machine Learning in Hospitality
- Internet of Things IoT for Smart Hotels
- Blockchain Technology in Hospitality Transactions
- Robotics and Automation in Service Delivery
- Sustainable Technology Solutions in Hospitality



Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House





UK Training

PARTNER



Jersey, New Jersey (USA)

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: www.blackbird-training.com



UK Training
PARTNER



UK Training

PARTNER



Toronto (Canada)

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: www.blackbird-training.com



Blackbird Training Cities

Asia



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)
(Malaysia)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



UK Training
PARTNER



Blackbird Training Categories

Management & Admin

Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



BLACKBIRD
FOR TRAINING



International House 185 Tower Bridge
Road London SE1 2UF United Kingdom



+44 7401 1773 35
+44 7480 775526



Sales@blackbird-training.com



www.blackbird-training.com

UK Training

PARTNER

