

## Certified Hospitality Technology Professional

*Amman (Jordan)*

*2 - 6 February 2025*

UK Traininig

# PARTNER



## Certified Hospitality Technology Professional

Code: IT28 From: 2 - 6 February 2025 City: Amman (Jordan) Fees: 4000 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)



Anney (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)



# Blackbird Training Cities

## 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



Jersey, New Jersey (USA)



Toronto (Canada)

## Africa



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)



## Blackbird Training Cities

### Asia



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](mailto:Sales@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)

