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

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- 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

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