BLACKBIRD FOR TRAINING

Hospitality Human Resources Strategy

27 – 31 December 2026
Online



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Introduction

The hospitality sector across the Middle East and North Africa continues to grow rapidly, driven by large-scale tourism investments, rising visitor expectations, and ambitious national development strategies. In such a competitive landscape, human resources has become a central pillar of organizational success. The quality of guest experience depends heavily on the skills, motivation, and stability of the workforce, making strategic human resources management essential for achieving excellence and sustaining growth.

The Hospitality Human Resources Strategy program provides a specialized and practice-focused framework that enables executives, team leaders, HR professionals, and operational managers to elevate their capabilities in workforce planning, talent development, performance management, and employee engagement. Designed for participants across hospitality, tourism, government sectors, financial services, telecommunications, project management, marketing, sales, and other industries, the program aligns with the needs of mid-level and advanced professionals seeking to shape high-performing teams.

This course equips participants with strategic tools for designing HR systems tailored to the hospitality environment—where service quality, operational consistency, and guest satisfaction are critical. Through analytical and practical learning, participants will learn how to define workforce requirements, assess performance standards, design training programs, foster service-oriented cultures, and address common workforce challenges in hospitality settings.

Course Objectives

- Understand the strategic importance of human resources in the hospitality sector.
- Analyze workforce needs and identify required behavioral and technical skills.
- Develop comprehensive recruitment and talent strategies for hospitality operations.
- Apply performance management models aligned with service-quality standards.
- Improve employee engagement and strengthen organizational culture.
- Design specialized training programs that reinforce service excellence.
- Manage high-pressure environments typical of hospitality settings.
- Implement HR policies that enhance retention and reduce turnover.
- Use key performance indicators to evaluate the impact of HR strategies.
- Link workforce performance directly to guest satisfaction and business outcomes.



Course Outlines

Day One: Foundations of Hospitality Human Resources Strategy

- Overview of the hospitality sector and its unique operational demands.
- The role of HR in driving service quality and organizational success.
- Characteristics of hospitality workforces and their evolving needs.
- Understanding employee engagement and its influence on guest experience.
- Principles of hospitality-focused HR strategy.
- Common workforce challenges in hotels, resorts, and tourism facilities.

Day Two: Workforce Planning and Job Analysis in Hospitality

- Conducting detailed job analysis tailored to hospitality operations.
- Identifying essential skills and competencies for key roles.
- Workforce planning aligned with seasonal trends and peak operations.
- Establishing clear hiring standards based on service requirements.
- Identifying skill gaps and developing plans to address them.
- Building a job structure that supports operational excellence.

Day Three: Strategic Talent Acquisition in the Hospitality Sector

- Best practices for attracting top talent in a highly competitive market.
- Enhancing employer brand reputation to appeal to qualified candidates.
- Designing efficient, transparent, and candidate-friendly hiring processes.
- Developing and maintaining a talent pipeline for critical roles.
- Applying competency-based evaluation methods.
- Improving candidate experience to strengthen organizational reputation.

Day Four: Performance Development and Hospitality Training Programs

- Implementing performance evaluation systems focused on service quality.
- Using feedback to strengthen employee performance and behavior.
- Designing training programs tailored to guest-facing and operational roles.
- Improving communication and guest-interaction skills among employees.
- Developing long-term, hospitality-focused learning pathways.
- Aligning training programs with organizational and operational goals.



Day Five: Enhancing Workplace Culture and Employee Experience

- Understanding key drivers of employee satisfaction in hospitality.
- Creating a workplace environment that encourages teamwork and excellence.
- Strategies to retain top-performing staff and reduce turnover.
- Building a service-oriented culture across all levels of the organization.
- Reviewing HR strategies and evaluating readiness for implementation.
- Recommending improvements to strengthen policies and HR systems.

Why Attend This Course? Wins & Losses!

- Gain specialized knowledge in building HR strategies tailored to hospitality.
- Improve your ability to attract, develop, and retain top hospitality talent.
- Strengthen team performance and overall service quality.
- Develop advanced skills in performance management and workforce planning.
- Enhance guest satisfaction through well-trained hospitality teams.
- Improve HR decision-making based on data and structured analysis.
- Support organizational growth and long-term sustainability.
- Apply practical tools and methods immediately in your workplace.

Conclusion

The Hospitality Human Resources Strategy program offers a comprehensive, structured, and practical framework for building high-performing teams in one of the most dynamic sectors in the region. By focusing on workforce planning, performance development, training, culture building, and service quality, the program empowers organizations to elevate their HR capabilities and deliver world-class guest experiences.

Participants gain actionable skills in analyzing workforce needs, designing HR strategies, evaluating performance, and developing training programs aligned with operational goals. The program not only enhances individual competencies but also strengthens the organization's long-term competitiveness in the hospitality market.

By adopting a strategic approach to human resources, hospitality institutions can achieve greater stability, higher guest satisfaction, and sustainable growth—making HR a true driver of organizational excellence.

