

**Course Overview:**

The hospitality industry is a broad category of fields within the service industry that includes hotels, restaurants, event planning, theme parks, transportation, airline, cruise line, spas, and additional fields within the tourism industry. The Hospitality Industry is booming all over the world and is a several billion dollar industry that employs millions and millions of people.

**Course Objective:**

In this course participants will learn about hospitality operations such as front office, housekeeping, food and beverage production and service by working on duty teams and running the hotel campus operations under the supervision of expert instructors at the same time as attending theory classes.

Then they will become more involved in the managerial aspects of quality management, by undertakingsupervisory responsibilities such as quality control, shift plans etc.

**Course Outline:**

- Managerial accounting
- Customer service & effective communication
- F&B service management
- Front office operations
- Housekeeping operations
- Property management systems
- Hospitality & tourism business environment
- F&B operations management
- Human resources management
- Hospitality & tourism law & ethics
- Hospitality operations management
- Hospitality, tourism & events marketing & sales
- Organizational behavior
- Integrated project
- Fundamental methods of enquiry

**Who Should Attend:**

All Managers are work in Hospitality Industry

**Training Language:**

EN / AR

**Training Methodology:**

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation