

# Managing Excellence in Hospitality & Transport Training

Hospital Management  
Barcelona (Spain)  
25 Aug - 05 Sep 2025

UK Traininig

# PARTNER



## Managing Excellence in Hospitality & Transport Training

**Ref:** 321564\_133568 **Date:** 25 Aug - 05 Sep 2025 **Location:** Barcelona (Spain) **Fees:** 7400 Euro

### Course Description

This intensive 10-day course is designed for professionals in the hospitality and transportation industries seeking to enhance their management skills and drive operational excellence. Participants will gain comprehensive knowledge of customer service, operational efficiency, marketing strategies, and leadership techniques specific to these sectors. The course combines theoretical concepts with practical applications to provide a well-rounded learning experience.

### Learning Objectives

- Develop advanced customer service strategies for hospitality and transport
- Master operational efficiency techniques for improved service delivery
- Create effective marketing plans for hospitality and transportation services
- Enhance leadership skills for managing diverse teams in dynamic environments
- Implement sustainable practices in hospitality and transport operations

### Course Modules

#### Day 1: Introduction to Hospitality and Transport Management

- Industry overview and current trends
- Key challenges and opportunities
- The role of technology in modern operations
- Customer expectations in hospitality and transport

#### Day 2: Customer Service Excellence

- Understanding the customer journey
- Personalization and customization strategies
- Handling complaints and service recovery
- Building customer loyalty programs

#### Day 3: Operational Efficiency in Hospitality

- Front office and reservation management
- Housekeeping and maintenance optimization
- Food and beverage service efficiency
- Event management and MICE operations

A graphic of a chessboard with several chess pieces, including a king, queen, and pawns, arranged on it. The board is white and black, and the pieces are gold and silver.

UK Training  
**PARTNER**

#### **Day 4: Transport Operations Management**

- Fleet management and maintenance
- Scheduling and route optimization
- Passenger safety and security protocols
- Baggage handling and tracking systems

#### **Day 5: Marketing Strategies for Hospitality and Transport**

- Digital marketing and social media engagement
- Branding and positioning
- Pricing strategies and revenue management
- Partnership and collaboration opportunities

#### **Day 6: Financial Management and Cost Control**

- Budgeting and forecasting
- Cost reduction strategies
- Yield management techniques
- Financial performance analysis

#### **Day 7: Human Resource Management**

- Recruitment and retention strategies
- Training and development programs
- Performance management systems
- Employee engagement and motivation

#### **Day 8: Technology Integration and Innovation**

- Property management systems
- Customer relationship management tools
- Artificial intelligence and automation
- Data analytics for decision-making

#### **Day 9: Sustainability and Corporate Social Responsibility**

- Eco-friendly practices in hospitality and transport
- Energy efficiency and waste management
- Community engagement initiatives
- Ethical business practices and compliance

#### **Day 10: Leadership and Change Management**

- Effective leadership styles in service industries
- Managing diverse and multicultural teams
- Crisis management and problem-solving

A graphic of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. In the background, there are concentric circles emanating from a point, suggesting a strategic or leadership theme.

UK Training  
**PARTNER**

- Implementing and managing organizational change

## Practical Wins for Participants

- Develop a customized customer service strategy for their organization
- Create an operational efficiency improvement plan
- Design a digital marketing campaign for a hospitality or transport service
- Formulate a sustainability initiative for implementation in their workplace

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. The board has a checkered pattern, and there are concentric circles in the background.

UK Training  
**PARTNER**

## Blackbird training cities



Amman (Jordan)



Amsterdam (Netherlands)

Accra (Ghana)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston, Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

UK Training  
**PARTNER**





## Blackbird Training Category



Human Resource



Audit & Quality Assurance



Finance, Accounting, Budgeting



Marketing, Sales, Customer Service



Secretary & Admin



Law and Contract Management



Project Management



IT & IT Engineering



Supply Chain & Logistics



Management & Leadership



Professional Skills



Oil & Gas Engineering



Health & Safety



Telecom Engineering



Hospital Management



Customs & Safety



Aviation



C-Suite Training



Agile and Refinement



## Blackbird training Clients



MANNAI Trading  
Company WLL,  
Qatar



Alumina Corporation  
Guinea



Booking.com  
Netherlands



Oxfam GB International  
Organization,  
Yemen



Capital Markets  
Authority,  
Kuwait



Waltersmith Petroman Oil Limited  
Nigeria



Qatar National Bank  
(QNB),  
Qatar



Qatar Foundation,  
Qatar



AFRICAN UNION ADVISORY  
BOARD ON CORRUPTION,  
Tanzania



KFAS  
Kuwait



Reserve Bank of  
Malawi,  
Malawi



Central Bank of Nigeria  
Nigeria



Ministry of Interior  
Kingdom of Saudi Arabia  
KSA



Mabruk Oil Company  
Libya



Saudi Electricity  
Company,  
KSA



BADAN PENGELOLA  
KEUANGAN Haji,  
Indonesia



NATO  
Italy



ENI CORPORATE  
UNIVERSITY,  
Italy



Gulf Bank  
Kuwait



General Organization for  
Social Insurance  
KSA



Defence Space Administration  
Nigeria



National Industries  
Group (Holding),  
Kuwait



Hamad Medical  
Corporation,  
Qatar



USAID  
Pakistan



STC Solutions,  
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS  
UN.



Authority for

UK Training  
**PARTNER**



LONDON TRAINING PROVIDER



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



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



+44 7480 775526 / +44 7401 177335