

Managing Excellence in Hospitality & Transport Training

Hospital Management
Malaga (Spain)
15 - 26 Sep 2025

UK Traininig

PARTNER



Managing Excellence in Hospitality & Transport Training

Ref: 321564_141075 **Date:** 15 - 26 Sep 2025 **Location:** Malaga (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 (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

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, 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

- 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. In the background, there are concentric circles radiating from the king piece.

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



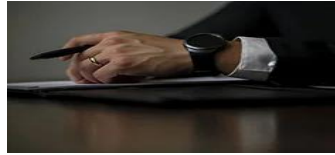
Finance, Accounting, Budgeting



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



المؤسسة العامة للتأمينات الاجتماعية
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



training@blackbird-training.com



+44 7480 775526 / +44 7401 177335