

# Comprehensive Hospitality and Hotel Management Training

Hospital Management  
Prague (Czech)  
14 - 18 Jul 2025

UK Traininig

# PARTNER



## Comprehensive Hospitality and Hotel Management Training

**Ref:** 321683\_143778 **Date:** 14 - 18 Jul 2025 **Location:** Prague (Czech) **Fees:** 4400 **Euro**

### Course Description

This intensive 5-day course provides a comprehensive overview of hospitality and hotel management. Participants will gain practical knowledge and skills in key areas including hotel operations, customer service excellence, marketing strategies, financial management, and leadership in the hospitality industry. Through a blend of theoretical concepts and real-world applications, this course prepares professionals to excel in the dynamic and competitive field of hotel management.

### Learning Objectives

- Understand the core principles of hotel operations and management
- Develop strategies for delivering exceptional customer service
- Learn effective marketing techniques for the hospitality industry
- Gain proficiency in financial management and revenue optimization
- Enhance leadership and team management skills in a hotel setting

### Course Modules

#### Day 1: Introduction to Hospitality and Hotel Operations

- Overview of the hospitality industry
- Hotel organizational structure
- Front office operations
- Housekeeping management

#### Day 2: Customer Service Excellence and Guest Experience

- Understanding guest expectations
- Effective communication skills
- Handling complaints and service recovery
- Creating memorable guest experiences

#### Day 3: Marketing and Sales in Hospitality

- Digital marketing strategies for hotels
- Social media management
- Revenue management principles
- Developing effective sales techniques

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: Financial Management and Revenue Optimization**

- Budgeting and forecasting
- Key performance indicators in hospitality
- Cost control strategies
- Yield management techniques

## **Day 5: Leadership and Human Resource Management**

- Effective leadership in hospitality
- Team building and motivation
- Talent acquisition and retention
- Managing diversity in the workplace

## **Practical Wins for Participants**

- Develop a comprehensive hotel management strategy
- Create a customer service improvement plan
- Design a targeted marketing campaign for a hotel
- Construct a revenue optimization model for a hospitality business

## 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