

Hotels and Supply

Finance, Accounting, Budgeting
Casablanca (Morocco)
13 - 17 Jan 2025

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Hotels and Supply

Ref: 321709_144540 **Date:** 13 - 17 Jan 2025 **Location:** Casablanca (Morocco) **Fees:** 3300 Euro

Introduction

The hotel and hospitality industry is a vital and growing sector in the world, as it is witnessing continuous development and an increase in the demand for hotel services. An understanding of the hotel and finance aspects of the business is crucial to the success of individuals working in this competitive industry.

This intensive course titled 'Hotels and Finance' aims to provide participants with the knowledge and skills to understand and manage the relevant aspects of hotel finance. The course will cover various topics dealing with reservations, restaurant management, contracts and agreements, and additional services related to accommodation, food and beverage in hotels.

By understanding these topics and acquiring practical skills, participants will be able to achieve their goals in managing and operating hotels efficiently and professionally. They will learn how to organize reservations, achieve financial balance in managing restaurants, conclude and manage contracts and agreements effectively, organize work in restaurants and buffets, and provide high-quality services to guests.

This course will provide participants with a valuable opportunity to expand their knowledge and develop their skills in the field of hotel and finance. They will benefit from interacting with skilled instructors and benefit from practical lessons and real examples to apply what they have learned in the actual work environment.

Course Objectives

- **Understanding the Hotel Reservation Process:** Participants will learn about the procedures and methods used to book hotel rooms, including individual, group and corporate reservations. They will gain knowledge of different booking channels such as internet, telephone and in person, and understand how to manage room availability and deal with cancellations.
- **Develop Financial Skills for Hotel Operations:** Participants will gain knowledge about the financial aspects of hotel management, including budgeting, cost control, and revenue management. They will learn how to effectively select food and beverage suppliers and manage the financial aspects of restaurant operations.
- **Mastering the Reservation Process, Agreements, and Contracts:** Participants will gain a comprehensive understanding of the reservation process, including negotiating terms and

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conditions, dealing with legal and contractual obligations, and documenting agreements effectively. They will learn how to ensure compliance with regulations and policies relating to reservations and contracts.

- Learn Restaurant and Buffet Operations: Participants will learn about restaurant and buffet operations in a hotel. They will learn about service standards, menu planning and development, staffing and training requirements, and inventory management for food and beverages. They will also gain knowledge about preparing and managing buffets effectively.
- Enhance knowledge of hotel accommodation and services: Participants will gain a deeper understanding of additional details related to hotel accommodation, food and drink. They will learn about guest relations, customer service, special services and facilities offered by hotels. They will also keep abreast of current food and beverage trends in the hospitality industry and learn how to promote hotel services and facilities.
- By the end of the course, participants will have a solid foundation in hotel reservation operations, financial management in hotel operations, contract handling, restaurant and buffet operations, and overall management of hotel services. They will be equipped with the knowledge and skills to excel in hotel and finance related roles.

Course Outlines

Day 1

Reserving rooms in hotels and collecting amounts after booking

- Understand the hotel reservation process
- Types of hotel reservations individual, group, corporate
- Reservation methods online, phone, attendance
- Manage room availability and allocation
- Collect payments and process cancellations

Day 2

Financing, choosing restaurants, and collecting money

- Financial aspects of hotel operations
- Budget and cost control in hotel restaurants
- List pricing strategies and revenue management
- Selection of food and beverage suppliers
- Manage restaurant reservations and collect payments

Day 3

Reservations, agreements and conclusion of contracts

- Types of agreements and contracts in the hotel industry
- Negotiating terms and conditions with guests and suppliers
- Dealing with legal and contractual obligations
- Ensure adherence to regulations and policies

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- Effectively document agreements and contracts

Day 4

Operating restaurants and buffets

- Restaurant service standards and procedures
- Menu planning and development
- Staffing and training requirements
- Food and beverage inventory management
- Buffet preparation and management

Day 5

Hotel accommodation, food and drink

- Guest relations and customer service in hotels
- Special services and facilities provided by hotels
- Food and beverage trends in the hospitality industry
- Promote hotel services and facilities
- Ensure quality and satisfaction in hotel operations

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