Comprehensive Hospitality and Hotel Management Training

17 – 21 May 2027
Kuala Lumpur (Malaysia)

UK Traininig
PARTNER



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Ref: 321683_167596 **Date:** 17 – 21 May 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4200 GBP

Why This Course

Success in the hospitality industry requires a combination of operational expertise, financial acumen, marketing insight, and strong leadership. This intensive 1-week program equips professionals with the practical skills and knowledge needed to manage hotels and hospitality businesses effectively. Participants will gain hands-on experience across key areas—from hotel operations and guest services to marketing, financial management, and team leadership—ensuring they are ready to excel in a dynamic, competitive environment.

What You'll Learn and Practice

By attending this program, you will be able to:

- Understand and apply core principles of hotel operations and management.
- Develop strategies to deliver exceptional customer service and guest experiences.
- Design and implement effective marketing and sales campaigns tailored for the hospitality industry.
- Optimize financial performance through budgeting, revenue management, and cost control.
- Lead and manage teams effectively to enhance productivity and workplace culture.

The Program Flow

Day 1: Introduction to Hospitality and Hotel Operations

- Overview of the hospitality industry
- Hotel organizational structure and key functions
- Front office operations management
- Housekeeping operations and standards

Day 2: Customer Service Excellence and Guest Experience

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



Day 3: Marketing and Sales in Hospitality

- Digital marketing strategies for hotels
- Social media management for engagement and brand awareness
- Revenue management principles and pricing strategies
- Developing effective sales techniques and campaigns

Day 4: Financial Management and Revenue Optimization

- Budgeting, forecasting, and financial planning
- Key performance indicators in hospitality
- Cost control and expense management strategies
- Yield management and revenue optimization techniques

Day 5: Leadership and Human Resource Management

- Effective leadership in hotel and hospitality settings
- Team building, motivation, and talent development
- Recruitment, retention, and performance management
- Managing diversity and creating a positive workplace culture

Individual Impact

Participants will gain:

- The ability to develop a comprehensive hotel management strategy.
- Skills to enhance guest satisfaction and service excellence.
- Competence in designing marketing campaigns and optimizing revenue.
- Leadership and team management skills for a high-performing workforce.

Organizational Impact

Hotels and hospitality organizations will benefit from:

- Improved operational efficiency and service quality.
- Stronger guest satisfaction and loyalty.
- Optimized financial performance through effective budgeting and revenue management.
- Enhanced leadership and team performance across departments.



Training Methodology

- Interactive lectures and workshops
- Case studies and real-world scenario exercises
- Group discussions and peer learning
- Hands-on practice in operations, marketing, and financial decision-making

Beyond the Course

By the end of this 1-week program, participants will be ready to:

- Manage hotel operations efficiently and strategically.
- Deliver exceptional guest experiences that drive loyalty and positive reviews.
- Implement marketing and revenue optimization strategies that enhance profitability.
- Lead teams effectively, fostering a motivated and high-performing workforce.

