



Master Hotel Operations & Guest Experience



AGILE LEADERS
Training Center

10 - 14 May 2026

نيروبي



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الرجوع: 103600416_72568 التاريخ: 10 - 14 May 2026 الموقع: نيروبي الرسوم: Euro 4500

Course Overview:

Hotel Hospitality Management Training: Leadership, Operations & Guest Experience is a comprehensive hospitality operations training program designed for professionals aspiring to excel in the dynamic hotel industry. This professional hospitality course blends theory with practice, focusing on hotel management training course essentials such as guest cycle management, hotel front office and housekeeping training, and food and beverage management course fundamentals. Participants will explore the leadership competencies required to create exceptional guest experiences while mastering the technicalities of hotel operations and guest services.

-Through an applied learning approach, participants will gain insights into hospitality leadership skills, customer centric service delivery, and efficient organizational structures that drive hotel success. Drawing on global case studies and best practices from industry references, this hospitality management certification prepares learners to confidently handle challenges in front office, housekeeping, F&B, and support divisions.

Target Audience:

- Hotel Managers & Assistant Managers
- Front Office Supervisors & Reception Staff
- Housekeeping Managers & Team Leaders
- Food & Beverage Supervisors and Banquet Managers
- Guest Relations Executives
- Hospitality Trainers & HR Managers in the service industry

Targeted Organizational Departments:

- Front Office & Reservations
- Housekeeping & Facility Services
- Food & Beverage Management
- Sales & Marketing for Hotels
- Guest Services & Concierge Teams
- Human Resources in Hospitality Operations

Targeted Industries:

- Hotels & Resorts •
- Cruise Lines & Luxury Lodges •
- Boutique & Heritage Hotels •
- Event & Convention Venues •
- Airlines and Airport Lounges hospitality services •
- Healthcare Hospitality & Corporate Guest Houses •

Course Offerings:

By the end of this course, participants will be able to:

- Apply hospitality leadership skills to manage hotel teams effectively. •
- Oversee hotel front office and housekeeping training functions with confidence. •
- Implement best practices in food and beverage management course operations. •
- Deliver world-class hospitality customer service training for guest loyalty. •
- Develop strategies to enhance efficiency in hotel operations and guest services. •
- Evaluate industry standards and apply them for hospitality management certification readiness. •

Training Methodology:

This hotel management training course uses interactive, learner-centered methodologies to ensure practical skill development. Participants will engage in case studies from global hotels, scenario-based exercises reflecting real hospitality operations training program challenges, and group work to design service improvement strategies. Interactive sessions will cover problem-solving in front office and housekeeping, role-plays in guest interactions, and simulations in F&B service.

Feedback sessions and peer learning ensure participants internalize hospitality customer service training skills. Participants will also explore digital innovations such as online booking systems and property management software, aligning the course with hotel management diploma online standards. By blending discussion, guided reflection, and hands-on practice, the course ensures participants leave with measurable improvements in leadership, communication, and guest engagement.

Course Toolbox:

- Participant workbook with key models & checklists •
- Templates for service quality audits & guest satisfaction tracking •
- Case studies on hotel operations and guest services •
- Sample SOPs for front office, housekeeping, and F&B •
- Practical scenarios from professional hospitality courses •
- Access to online reading resources aligned with hospitality management certification standards •

Course Agenda



Day 1: Foundations of Hotel Hospitality Management

- Global Hospitality Industry and Service Culture Topic 1: •
- Hotel Classification, Lodging Types & Market Segments Topic 2: •
- Guest Cycle: Pre-Arrival, Arrival, Occupancy & Departure Topic 3: •
- Core Functions of a Hotel: Operations & Support Services Topic 4: •
- Professionalism, Ethics, and Cultural Sensitivity in Hospitality Topic 5: •
- Impact of Global Trends and Technology on Hospitality Topic 6: •
- Building a Strong Foundation in Hotel Operations Reflection & Review: •

Day 2: Front Office Operations & Guest Services

- The Role of the Front Office as the "Hotel Nerve Center" Topic 1: •
- Reservations, Registration, Check-In & Check-Out Processes Topic 2: •
- Guest Communication, Problem-Solving & Complaint Handling Topic 3: •
- Concierge, Bell Desk, and Uniformed Services Operations Topic 4: •
- Front Office Accounting & Revenue Control Systems Topic 5: •
- Technology in Guest Services: PMS, CRM, Mobile Apps Topic 6: •
- Delivering Seamless Hotel Operations and Guest Journeys Reflection & Review: •

Day 3: Housekeeping & Facility Management

- Housekeeping Roles in Guest Comfort and Satisfaction Topic 1: •
- Cleaning Standards, Hygiene, and Sustainability Practices Topic 2: •
- Linen, Laundry Management & Lost and Found Systems Topic 3: •
- Coordination Between Housekeeping, Front Office & F&B Topic 4: •
- Safety, Security, and Emergency Procedures in Housekeeping Topic 5: •
- Facility Aesthetics: Interior Décor, Landscaping & Pest Control Topic 6: •
- Excellence in Housekeeping and Facility Operations Reflection & Review: •

Day 4: Food & Beverage Management

- Structure and Functions of the Food & Beverage Department Topic 1: •
- Kitchen Operations, Culinary Divisions & Stewarding Topic 2: •
- Restaurant and Banquet Management Topic 3: •
- Menu Design, Cost Control, and Profitability in F&B Topic 4: •
- Service Etiquette, Guest Engagement & Cross-Selling Skills Topic 5: •
- Trends in Culinary Arts, Beverage Services & Global Dining Topic 6: •
- Enhancing Guest Experiences through F&B Excellence Reflection & Review: •

Day 5: Hospitality Leadership & Strategic Management

- Hospitality Leadership Skills & Management Styles Topic 1: •
- Recruitment, Training & Retention of Hospitality Staff Topic 2: •
- Team Motivation, Diversity & Multicultural Workforce Management Topic 3: •
- Sales, Marketing & Revenue Management Strategies for Hotels Topic 4: •
- Quality Assurance, Guest Feedback & Performance Evaluation Topic 5: •
- Future of Hospitality: Smart Hotels, AI, and Sustainability Topic 6: •
- Leading Hotels Toward Sustainable Success Reflection & Review: •

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No prior certification is required. Basic knowledge of hospitality or customer service is helpful, but this professional hospitality course is designed to accommodate learners from beginner to managerial levels.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day lasts 4-5 hours, including activities. Total training time: 20-25 hours spread over five days.

How This Course is Different from Other Hotel Management Training Courses:

Unlike many generic hotel management training courses, this program emphasizes leadership, operations, and guest experience in equal measure. It integrates hospitality leadership skills with deep operational knowledge of front office, housekeeping, and food and beverage management course topics. Case studies from leading global hotels, interactive simulations, and real-world problem-solving make it more engaging than traditional lecture-based courses.



فئات الدورات التدريبية



HR TRAINING &
DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم
البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة
المبيعات



دورات التدريب القانوني والمشتريات
والتعاقدات



دورات الاتصال الجماهيري و السياسات
والعلاقات العامة



دورات النظم السبراني ودورات تقنية
المعلومات



دورات الصيانة ودورات المجالات الهندسية
المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



فئات الدورات التدريبية



دورات معتمدة بشهادة CPD



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة
الهائية



دورات مكتب إدارة المشاريع وإدارة المشاريع
الرشيقة



دورات معتمدة من قبل هيئات دولية

مدن التدريب



اسطنبول - تركيا



أمستردام - هولندا



أنقرة - تركيا



أثينا - اليونان



الرياض - المملكة العربية السعودية



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



باريس - فرنسا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



براغ - جمهورية التشيك



بانكوك - تايلاند



بالي - جمهورية إندونيسيا



باكو - أذربيجان

مدن التدريب



جاكرتا - جمهورية اندونيسيا



تيليسي - جورجيا



بوكيت - تايلاند



برشلونة - اسبانيا



روما - ايطاليا



دبي - الامارات العربية المتحدة



جوهانسبرغ - جنوب افريقيا



جنيف - سويسرا



شهر الشيخ - مصر



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة
الامريكية



زنبار - تنزانيا



طوكيو - اليابان



طشقند - اوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة
الامريكية

مدن التدريب



كوالالمبور - ماليزيا



فيينا - النمسا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



ماربيا - اسبانيا



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



ميلان - إيطاليا



مونترال - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



نيس - فرنسا



نيروبي - كينيا



ميونخ - ألمانيا

WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



AGILE LEADERS
Training Center

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