Garnet
Garnet Global Training Center

GGT-HT-103

Hospitality, Tourism & Events

Front Office & Guest Relations

المكتب الأمامي وعلاقات النزلاء

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Front Office & Guest Relations focuses on how the work is actually done: the methods, checks and decisions practitioners use every day, illustrated with real cases from the region. Service, revenue and operations programs for hotels, tourism and event organisers. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Apply the methods and standards of Front Office & Guest Relations to real tasks.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.

Who should attend

Hotel and restaurant managers, tourism professionals and event planners. Practitioners with one to five years of experience benefit most.

Key topics

- Guest experience standards
- Revenue and pricing
- Operations and cost control
- Food safety and hygiene
- Digital distribution
- Event planning

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Front Office & Guest Relations: principles and standards

- Food safety and hygiene
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Digital distribution
- Event planning

Day 3 Diagnosis and problem solving

- Guest experience standards
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Revenue and pricing
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Operations and cost control
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Front Office & Guest Relations: principles and standards

- Food safety and hygiene
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Digital distribution
- Event planning

Day 3 Diagnosis and problem solving

- Guest experience standards
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Revenue and pricing
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Operations and cost control
- Hands-on workshop on a workplace challenge

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Common mistakes and how to avoid them

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Regional and international case studies

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
15–19 Feb 2027	5-day classroom	Amsterdam	English	4,750
16–27 May 2027	10-day classroom	Kuwait City	English	8,950
16–20 Aug 2027	5-day classroom	Dubai	English	4,750
20–24 Sep 2027	5-day online	Live online	Arabic	2,950
15–19 May 2028	5-day classroom	Dubai	Arabic	4,750
12–23 Jun 2028	10-day classroom	Casablanca	English	8,950
14–25 Aug 2028	10-day online	Live online	English	5,450
10–14 Dec 2028	5-day classroom	Muscat	Arabic	4,750
18 Feb – 1 Mar 2029	10-day classroom	Cairo	Arabic	8,950

Dates	Format	City	Language	Fee (USD)
15–19 Jul 2029	5-day classroom	Kuwait City	English	4,750
13–17 Aug 2029	5-day online	Live online	English	2,950
1–5 Oct 2029	5-day classroom	Dubai	Arabic	4,750
13–17 Jan 2030	5-day classroom	Riyadh	Arabic	4,750
18 Feb – 1 Mar 2030	10-day classroom	Dubai	Arabic	8,950
3–7 Jun 2030	5-day classroom	Paris	English	4,750
19–30 Aug 2030	10-day online	Live online	Arabic	5,450

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/