Garnet
Garnet Global Training Center

GGT-HT-133

Hospitality, Tourism & Events

Hospitality Human Resources

الموارد البشرية في الضيافة

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

Overview

Hospitality Human Resources 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 Hospitality Human Resources to real tasks.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.

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 Hospitality Human Resources: principles and standards

- Event planning
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Guest experience standards
- Revenue and pricing

Day 3 Diagnosis and problem solving

- Operations and cost control
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Food safety and hygiene
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Digital distribution
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Hospitality Human Resources: principles and standards

- Event planning
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Guest experience standards
- Revenue and pricing

Day 3 Diagnosis and problem solving

- Operations and cost control
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Food safety and hygiene
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Digital distribution
- 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)
1–5 Feb 2027	5-day classroom	Paris	English	4,750
17–21 May 2027	5-day classroom	Abu Dhabi	Arabic	4,750
21 Jun – 2 Jul 2027	10-day classroom	Singapore	English	8,950
12–16 Jul 2027	5-day online	Live online	Arabic	2,950
3–14 Apr 2028	10-day online	Live online	English	5,450
7–11 Aug 2028	5-day classroom	Dubai	Arabic	4,750
1–5 Oct 2028	5-day classroom	Riyadh	Arabic	4,750
17–28 Dec 2028	10-day classroom	Jeddah	English	8,950
18–29 Mar 2029	10-day classroom	Riyadh	Arabic	8,950

Dates	Format	City	Language	Fee (USD)
16–20 Apr 2029	5-day classroom	Barcelona	English	4,750
2–6 Jul 2029	5-day classroom	Istanbul	English	4,750
6–10 Aug 2029	5-day online	Live online	English	2,950
10–14 Mar 2030	5-day classroom	Cairo	Arabic	4,750
9–13 Jun 2030	5-day classroom	Riyadh	Arabic	4,750
19–30 Aug 2030	10-day classroom	Dubai	Arabic	8,950
9–20 Dec 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/