Garnet
Garnet Global Training Center

GGT-HT-119

Hospitality, Tourism & Events

Hospitality Management Fundamentals

أساسيات إدارة الضيافة

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

Overview

This course builds a solid base in Hospitality Management Fundamentals, starting from first principles and moving quickly to the everyday tasks participants meet at work. Service, revenue and operations programs for hotels, tourism and event organisers. You can join a public session in one of 20 cities or live online, in English or Arabic, or bring the course in-house with examples from your own operations.

What you will be able to do

- Explain the key concepts, terms and standards of Hospitality Management Fundamentals.
- Carry out basic tasks correctly using simple checklists and tools.
- Read and use the documents, forms and data common in this field.
- Know when to escalate and who to involve.
- Communicate confidently with specialists and colleagues.

Who should attend

Hotel and restaurant managers, tourism professionals and event planners. No prior experience is required; it also suits new hires, graduates and staff moving into this field.

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

WhatsApp: +971 56 674 7382

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 Introduction to Hospitality Management Fundamentals

- Guest experience standards
- Measurement and reporting

Day 2 Core concepts and terminology

- Revenue and pricing
- Operations and cost control

Day 3 Basic methods and tools

- Food safety and hygiene
- Hands-on workshop on a workplace challenge

Day 4 Working safely and correctly

- Digital distribution
- Common mistakes and how to avoid them

Day 5 Practical exercises and review

- Event planning
- Regional and international case studies

10-day outline

Day 1 Introduction to Hospitality Management Fundamentals

- Guest experience standards
- Measurement and reporting

Day 2 Core concepts and terminology

- Revenue and pricing
- Operations and cost control

Day 3 Basic methods and tools

- Food safety and hygiene
- Hands-on workshop on a workplace challenge

Day 4 Working safely and correctly

- Digital distribution
- Common mistakes and how to avoid them

Day 5 Practical exercises and review

- Event planning
- Regional and international case studies

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Checklists and templates to take away

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
- Group discussion and peer review

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)
3–14 Jan 2027	10-day classroom	Kuwait City	English	8,950
3–7 May 2027	5-day online	Live online	Arabic	2,950
12–16 Jul 2027	5-day classroom	Paris	English	4,750
12–16 Sep 2027	5-day classroom	Amman	English	4,750
7–11 Feb 2028	5-day classroom	Paris	English	4,750
17–28 Apr 2028	10-day online	Live online	English	5,450
21 May – 1 Jun 2028	10-day classroom	Amman	Arabic	8,950
17–21 Dec 2028	5-day classroom	Cairo	Arabic	4,750
2–6 Apr 2029	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
6–10 May 2029	5-day classroom	Riyadh	Arabic	4,750
18–22 Jun 2029	5-day classroom	Paris	English	4,750
8–19 Jul 2029	10-day classroom	Manama	Arabic	8,950
3–7 Mar 2030	5-day classroom	Cairo	Arabic	4,750
8–19 Apr 2030	10-day online	Live online	English	5,450
20–24 May 2030	5-day classroom	Kuala Lumpur	English	4,750
17–28 Jun 2030	10-day classroom	Abu Dhabi	Arabic	8,950

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