Garnet
Garnet Global Training Center

GGT-HT-101

Hospitality, Tourism & Events

Hotel Operations Management

إدارة عمليات الفنادق

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

Overview

This program treats Hotel Operations Management as a managed system: policies, roles, resources, performance indicators and continual improvement. 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

- Set up and run Hotel Operations Management as a managed process with clear roles.
- Control risk, quality and compliance in this area.
- Lead improvement projects and measure their benefit.
- Report clearly to senior management and stakeholders.
- Manage contractors, suppliers and internal customers.

Who should attend

Hotel and restaurant managers, tourism professionals and event planners. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

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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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 Hotel Operations Management: the management framework

- Digital distribution
- Common mistakes and how to avoid them

Day 2 Planning, resources and budgets

- Event planning
- Guest experience standards

Day 3 Performance measurement and control

- Revenue and pricing
- Regional and international case studies

Day 4 Risk, compliance and improvement

- Operations and cost control
- Checklists and templates to take away

Day 5 Management case study and action plan

- Food safety and hygiene
- Group discussion and peer review

10-day outline

Day 1 Hotel Operations Management: the management framework

- Digital distribution
- Common mistakes and how to avoid them

Day 2 Planning, resources and budgets

- Event planning
- Guest experience standards

Day 3 Performance measurement and control

- Revenue and pricing
- Regional and international case studies

Day 4 Risk, compliance and improvement

- Operations and cost control
- Checklists and templates to take away

Day 5 Management case study and action plan

- Food safety and hygiene
- Group discussion and peer review

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Measurement and reporting

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
- Hands-on workshop on a workplace challenge

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)
4–8 Apr 2027	5-day classroom	Riyadh	Arabic	4,750
17–21 May 2027	5-day classroom	Amsterdam	English	4,750
2–6 Aug 2027	5-day online	Live online	English	2,950
6–17 Dec 2027	10-day classroom	Paris	English	8,950
19–23 Jun 2028	5-day classroom	Dubai	Arabic	4,750
14–25 Aug 2028	10-day online	Live online	Arabic	5,450
11–15 Sep 2028	5-day classroom	Singapore	English	4,750
16–27 Oct 2028	10-day classroom	Paris	English	8,950
19–23 Aug 2029	5-day classroom	Cairo	English	4,750

Dates	Format	City	Language	Fee (USD)
9–20 Sep 2029	10-day classroom	Manama	Arabic	8,950
15–19 Oct 2029	5-day online	Live online	English	2,950
5–9 Nov 2029	5-day classroom	Kuala Lumpur	English	4,750
18 Feb – 1 Mar 2030	10-day online	Live online	Arabic	5,450
12–16 Aug 2030	5-day classroom	Paris	English	4,750
15–26 Sep 2030	10-day classroom	Jeddah	Arabic	8,950
11–15 Nov 2030	5-day classroom	Abu Dhabi	Arabic	4,750

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