Garnet
Garnet Global Training Center

GGT-HT-109

Hospitality, Tourism & Events

Luxury Service Excellence

التميز في خدمات الفخامة

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

Overview

Participants in Luxury Service Excellence practise the methods, tools and standards they need to perform reliably and solve problems on the job. 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 Luxury Service Excellence to real tasks.
- 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.
- Follow safe, compliant and documented work practices.

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

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 Luxury Service Excellence: principles and standards

- Food safety and hygiene
- Group discussion and peer review

Day 2 Methods and tools in practice

- Digital distribution
- Event planning

Day 3 Diagnosis and problem solving

- Guest experience standards
- Measurement and reporting

Day 4 Quality, safety and documentation

- Revenue and pricing
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Operations and cost control
- Common mistakes and how to avoid them

10-day outline

Day 1 Luxury Service Excellence: principles and standards

- Food safety and hygiene
- Group discussion and peer review

Day 2 Methods and tools in practice

- Digital distribution
- Event planning

Day 3 Diagnosis and problem solving

- Guest experience standards
- Measurement and reporting

Day 4 Quality, safety and documentation

- Revenue and pricing
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Operations and cost control
- Common mistakes and how to avoid them

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Regional and international case studies

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
- Checklists and templates to take away

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)
21 Feb – 4 Mar 2027	10-day classroom	Kuwait City	English	8,950
15–19 Mar 2027	5-day online	Live online	English	2,950
19–23 Apr 2027	5-day classroom	Abu Dhabi	Arabic	4,750
21–25 Nov 2027	5-day classroom	Riyadh	English	4,750
17–21 Apr 2028	5-day classroom	Amsterdam	English	4,750
19–30 Jun 2028	10-day online	Live online	English	5,450
4–15 Sep 2028	10-day classroom	Barcelona	English	8,950
5–9 Nov 2028	5-day classroom	Riyadh	Arabic	4,750
12–16 Mar 2029	5-day classroom	Kuala Lumpur	English	4,750

Dates	Format	City	Language	Fee (USD)
21–25 May 2029	5-day classroom	Istanbul	English	4,750
10–21 Sep 2029	10-day classroom	Dubai	English	8,950
12–16 Nov 2029	5-day online	Live online	English	2,950
21–25 Jan 2030	5-day classroom	London	English	4,750
7–11 Apr 2030	5-day classroom	Cairo	English	4,750
13–24 May 2030	10-day online	Live online	Arabic	5,450
3–14 Jun 2030	10-day classroom	Abu Dhabi	English	8,950

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