Garnet
Garnet Global Training Center

GGT-HT-117

Hospitality, Tourism & Events

Tour Guiding & Visitor Experience

الإرشاد السياحي وتجربة الزوار

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

Overview

Tour Guiding & Visitor Experience 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. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of Tour Guiding & Visitor Experience to real tasks.
- Diagnose common problems and identify root causes.
- 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.

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 Tour Guiding & Visitor Experience: principles and standards

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

Day 2 Methods and tools in practice

- Food safety and hygiene
- Digital distribution

Day 3 Diagnosis and problem solving

- Event planning
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation

- Guest experience standards
- Regional and international case studies

Day 5 Workshop, assessment and action plan

- Revenue and pricing
- Checklists and templates to take away

10-day outline

Day 1 Tour Guiding & Visitor Experience: principles and standards

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

Day 2 Methods and tools in practice

- Food safety and hygiene
- Digital distribution

Day 3 Diagnosis and problem solving

- Event planning
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation

- Guest experience standards
- Regional and international case studies

Day 5 Workshop, assessment and action plan

- Revenue and pricing
- Checklists and templates to take away

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Group discussion and peer review

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
- Measurement and reporting

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 Mar 2027	5-day classroom	Amsterdam	English	4,750
16–27 Aug 2027	10-day classroom	Dubai	English	8,950
6–10 Sep 2027	5-day classroom	Istanbul	English	4,750
15–19 Nov 2027	5-day online	Live online	English	2,950
14–25 Feb 2028	10-day classroom	Abu Dhabi	English	8,950
17–21 Apr 2028	5-day classroom	Istanbul	English	4,750
5–16 Jun 2028	10-day online	Live online	English	5,450
4–8 Sep 2028	5-day classroom	Dubai	Arabic	4,750
11–22 Feb 2029	10-day classroom	Doha	English	8,950

Dates	Format	City	Language	Fee (USD)
14–18 May 2029	5-day classroom	London	English	4,750
6–10 Aug 2029	5-day online	Live online	Arabic	2,950
4–8 Nov 2029	5-day classroom	Manama	Arabic	4,750
4–15 Mar 2030	10-day classroom	Amsterdam	English	8,950
8–12 Apr 2030	5-day classroom	Kuala Lumpur	English	4,750
13–24 May 2030	10-day online	Live online	Arabic	5,450
14–18 Oct 2030	5-day classroom	London	English	4,750

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