Garnet
Garnet Global Training Center

GGT-HT-128

Hospitality, Tourism & Events

Travel Agency Operations

تشغيل وكالات السفر

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

Overview

Travel Agency Operations 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. 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

- Apply the methods and standards of Travel Agency Operations to real tasks.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.

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 Travel Agency Operations: principles and standards

- Digital distribution
- Group discussion and peer review

Day 2 Methods and tools in practice

- Event planning
- Guest experience standards

Day 3 Diagnosis and problem solving

- Revenue and pricing
- Measurement and reporting

Day 4 Quality, safety and documentation

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

Day 5 Workshop, assessment and action plan

- Food safety and hygiene
- Common mistakes and how to avoid them

10-day outline

Day 1 Travel Agency Operations: principles and standards

- Digital distribution
- Group discussion and peer review

Day 2 Methods and tools in practice

- Event planning
- Guest experience standards

Day 3 Diagnosis and problem solving

- Revenue and pricing
- Measurement and reporting

Day 4 Quality, safety and documentation

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

Day 5 Workshop, assessment and action plan

- Food safety and hygiene
- 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)
19–23 Apr 2027	5-day classroom	Abu Dhabi	Arabic	4,750
3–14 May 2027	10-day classroom	Istanbul	English	8,950
7–11 Jun 2027	5-day online	Live online	English	2,950
2–6 Aug 2027	5-day classroom	London	English	4,750
7–18 Feb 2028	10-day classroom	Singapore	English	8,950
20–24 Mar 2028	5-day classroom	Dubai	English	4,750
1–12 May 2028	10-day online	Live online	English	5,450
6–10 Nov 2028	5-day classroom	Barcelona	English	4,750
18–22 Jun 2029	5-day classroom	Kuala Lumpur	English	4,750

Dates	Format	City	Language	Fee (USD)
2–6 Jul 2029	5-day classroom	Istanbul	English	4,750
13–17 Aug 2029	5-day online	Live online	Arabic	2,950
5–16 Nov 2029	10-day classroom	Dubai	Arabic	8,950
11–22 Feb 2030	10-day classroom	Geneva	English	8,950
15–19 Apr 2030	5-day classroom	Abu Dhabi	English	4,750
20–24 May 2030	5-day classroom	Istanbul	English	4,750
9–20 Sep 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/