



*Training Course:  
Hotel Management and Hospitality*

*23 - 27 December 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Hotel Management and Hospitality

Training Course code: MA235244 From: 23 - 27 December 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5250 € Euro

### Introduction:

Welcome to the Hotel Management and Hospitality Training Program, designed by Global Horizon Training Center. This program is crafted to equip individuals with the skills and knowledge required to excel in the dynamic world of hotel management and the hospitality industry. Whether you are an aspiring hotelier or a professional seeking to enhance your expertise, this program will provide you with the essential tools to succeed in the field.

### Objectives:

The primary objectives of this training program are to:

- Provide a comprehensive understanding of the hotel management and hospitality industry.
- Develop key skills in customer service, leadership, and effective communication.
- Familiarize participants with the latest industry trends and best practices.
- Offer hands-on training to improve practical skills required in the field.
- Prepare participants for career opportunities in hotels, resorts, restaurants, and other hospitality establishments.

### Methodology:

This training program will employ a combination of methods to ensure effective learning, including:

- Interactive lectures and presentations.
- Case studies and real-life scenarios.
- Group discussions and team-based activities.
- Role-playing and simulations.
- On-site visits to hotels and hospitality establishments.

### Target Audience:

This program is suitable for a wide range of individuals, including but not limited to:

- Aspiring hotel managers and supervisors.

- Front desk staff, concierge, and other hotel personnel.
- Restaurant and foodservice professionals.
- Event planners and catering staff.
- Individuals looking to enter the hospitality industry or seeking career advancement opportunities.

## Outlines:

### Day 1: Introduction to Hotel Management and Hospitality

- Overview of the hospitality industry.
- Key roles and responsibilities in hotel management.
- Customer service excellence.
- Introduction to hotel operations.

### Day 2: Front Office Operations

- Reservation and check-in procedures.
- Handling guest complaints and requests.
- Managing room inventory.
- Revenue management in hotels.

### Day 3: Food and Beverage Management

- Restaurant operations and service.
- Menu planning and pricing strategies.
- Kitchen and culinary operations.
- Food safety and sanitation.

### Day 4: Housekeeping and Facility Management

- Housekeeping procedures and quality control.
- Maintenance and facility management.
- Sustainability practices in the hospitality industry.

- Safety and security in hotels.

#### Day 5: Marketing and Sales in Hospitality

- Hotel marketing strategies.
- Sales techniques and revenue generation.
- Digital marketing and online presence.
- Career development and networking in the industry.

## Registration form on the Training Course: Hotel Management and Hospitality

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
Giza, Giza Governorate,  
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