Training Course:
Advanced Service Management Workshop

24 - 28 August 2025
Dubai (UAE)
Residence Inn by Marriott Sheikh Zayed Road, Dubai

Training Course:
Advanced Service Management Workshop

Training Course code: SC235470 From: 24 - 28 August 2025 Venue: Dubai (UAE) - Residence Inn by Marriott Sheikh Zayed Road, Dubai Training Course Fees: 4900 Euro

Introduction

The Advanced Service Management Workshop is designed to provide comprehensive knowledge and practical skills in managing service operations, focusing on contracts, maintenance, catering, and vehicles. This workshop aims to equip participants with advanced techniques and strategies to enhance efficiency, quality, and customer satisfaction in their service management roles.

Objectives

- Understand the principles of advanced service management and its application in various sectors.

- Develop skills to effectively manage contracts and ensure compliance.

- Learn best practices for maintenance management to maximize asset performance and lifespan.

- Gain insights into catering management, including quality control and cost management.

- Master vehicle fleet management to optimize operations and reduce costs.

Target Audience

- Service Managers and Supervisors

- Contract Managers

- Maintenance Managers

- Catering Managers

- Fleet Managers

- Professionals aspiring to advance their careers in service management

Outlines

Day 1:

Introduction to Advanced Service Management

- Welcome and workshop overview

- The role of service management in modern organizations

- Key principles and best practices in service management

- Case studies of successful service management implementations

- Interactive session: Identifying service management challenges and solutions

Day 2:

Contracts Management

- Understanding different types of contracts and their applications

- Key elements of effective contract management

- Risk management in contracts

- Legal considerations and compliance

- Practical exercise: Drafting and reviewing service contracts

Day 3:

Maintenance Management

- Importance of maintenance management in service operations

- Types of maintenance strategies: Preventive, predictive, and corrective

- Implementing a maintenance management system

- Tools and technologies for maintenance management

- Workshop: Developing a maintenance plan for different service assets

Day 4:

Catering Management

- Overview of catering operations and management

- Quality control in catering services

- Cost management and budgeting for catering

- Health and safety regulations in catering

- Group activity: Designing a catering service plan for an event

Day 5:

Vehicles and Fleet Management

- Fundamentals of vehicle fleet management

- Optimizing fleet operations for efficiency

- Maintenance and lifecycle management of vehicles

- Cost reduction strategies in fleet management

- Final project: Creating a comprehensive fleet management plan

Registration form on the Training Course:
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