



*Training Course:
International Hospitality & Tourism Management*

*17 - 21 May 2027
Milan (Italy)*

Training Course: International Hospitality & Tourism Management

Training Course code: MA234592 From: 17 - 21 May 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

The [International Hospitality Management](#) program, developed by [Global Horizon Training Center](#), provides a comprehensive foundation in hospitality operations and management. It equips participants with essential knowledge and practical skills across key areas such as hotel operations, food and beverage services, and health and safety.

In addition to industry-specific expertise, the program emphasizes transferable skills including communication, customer service, marketing, and business awareness. These competencies enable participants to succeed not only within the hospitality sector but also across broader service-oriented industries.

Course Objectives

By the end of this program, participants will be able to:

- Understand the fundamentals of Hospitality Management
- Identify key components of hotel operations and departmental functions
- Apply principles of food and beverage services and restaurant operations
- Develop basic skills in menu planning and service delivery
- Understand kitchen design, layout, and food safety practices
- Apply health, safety, and hygiene standards in hospitality environments
- Enhance customer service and operational efficiency

Target Audience

This program is designed for:

- Hotel Management Students
- Individuals in the early stages of their hospitality careers
- Hospitality interns and entry-level professionals
- Individuals seeking to enter the hospitality and service industry

Outline

Day 1: Introduction to Hospitality Industry & Hotel Management

- Characteristics of the Hospitality Industry
- Overview of the Accommodation Sector
- Hospitality Products and Services
- Types of Guests and Service Expectations
- Introduction to Hotel Management Principles

Day 2: Hotel Operations and Departments

- Overview of Hotel Operations
- Organization and Functions of Hotel Departments
- Front Office Operations and Guest Handling
- Housekeeping Department Roles and Responsibilities
- Introduction to Food & Beverage Sector
- Restaurant Organization and Key Roles

Day 3: Food & Beverage Services and Operations

- Classification of Food & Beverage Services
- Principles of Food & Beverage Service
- Restaurant Operations Planning
- Menu Planning and Design
- Understanding Food & Beverage Service in Restaurants

Day 4: Kitchen Operations, Hygiene, and Food Safety

- Kitchen Design and Layout Principles
- Kitchen Planning for Efficient Operations
- Personal Hygiene Standards
- Safe Food Handling Practices
- Food Safety Regulations and Procedures
- Food Handling Processes in Service Operations

Day 5: Health, Safety, and Risk Prevention in Hospitality

- Common Accidents in Food Service Operations
- Preventing and Managing Workplace Accidents
- Fire Safety Procedures in Hospitality Environments
- Basic First Aid in Food Service Operations
- Creating a Safe and Compliant Hospitality Environment

Registration form on the Training Course: International Hospitality & Tourism Management

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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:
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Official E-Mail:

Company Information

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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
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