XCELERATE TRAINING INSTITUTE

your learning & development partner

CUSTOMER SERVICE

Hospitality Management and Guest Experience Training Course

Leading Hotel and Hospitality Operations for Excellent Guest Experiences

DURATION	LANGUAGE	FORMAT	COURSE CODE
5 days	English or Arabic	Classroom / Online	CS-101

Upcoming dates

Dates	Venue	Format	Fee
8 – 12 Feb 2027	Paris	Classroom	€4,800
19 – 23 Apr 2027	Singapore	Classroom	€5,500
28 Jun – 2 Jul 2027	Amman	Classroom	€3,800
2 – 6 Aug 2027	Amsterdam	Classroom	€4,800
11 – 15 Oct 2027	Barcelona	Classroom	€4,800
20 – 24 Dec 2027	Berlin	Classroom	€4,800

Register or ask a question

Online: x8ti.com/course/hospitality-management-and-guest-experience-training…

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Hospitality Management and Guest Experience Training Course

Introduction

Tourism is one of the fastest-growing sectors in the Gulf, with new hotels, resorts and destinations opening every year and growing numbers of national talent moving into hospitality leadership roles. Success depends on managers who can deliver consistent, memorable guest experiences while running profitable operations.

This course covers the essentials of hospitality management: guest experience design, front office and housekeeping operations, food and beverage, revenue management, service quality, team leadership and digital guest engagement.

Learning Objectives

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

- Understand the structure and trends of the hospitality industry
- Design and deliver excellent guest experiences
- Manage front office, housekeeping and food and beverage operations
- Apply revenue management and cost control basics
- Handle complaints and service recovery effectively
- Lead and motivate hospitality teams

Training Methodology

This course combines short expert presentations with practical exercises, case studies from the Gulf and international organisations, group discussions and work with real templates and tools. Participants are encouraged to bring examples from their own work so that the learning can be applied immediately.

Participants work on hospitality case studies, service blueprints and role plays based on real guest situations.

Benefits for Your Organisation

- Higher guest satisfaction and loyalty
- Improved online reviews and reputation
- Better revenue and cost performance
- Stronger, motivated service teams
- Prepared national talent for leadership roles

Benefits for You

- Broad hospitality management knowledge
- Guest experience and service recovery skills
- Understanding of revenue management

- Leadership skills for service teams
- Career progression in a growing sector

Who Should Attend

This course is designed for:

- Hotel and resort supervisors and managers
- Front office, housekeeping and F&B leaders
- Guest relations and customer experience staff
- Tourism and hospitality graduates
- Staff of destination and attraction operators

Course Outline

Day 1: The Hospitality Industry

- Hospitality and tourism growth in the Gulf
- Hotel organisation and departments
- Brand standards and service culture
- Guest segments and expectations
- Industry trends and technology

Day 2: Guest Experience

- The guest journey
- Service blueprinting
- Personalisation and cultural awareness
- Complaint handling and service recovery
- Managing online reviews

Day 3: Operations

- Front office operations
- Housekeeping standards and productivity
- Food and beverage service
- Health, safety and hygiene
- Quality audits

Day 4: Revenue and Cost

- Revenue management fundamentals
- Distribution channels and pricing
- Key hotel performance indicators
- Cost control and budgeting
- Upselling and ancillary revenue

Day 5: Leading Hospitality Teams

- Recruiting and training service staff

- Motivating and retaining teams
- Scheduling and productivity
- Leading through peak periods
- Personal leadership plan

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Registration Form

Hospitality Management and Guest Experience Training Course

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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