



# Leadership and Operations in Hotel Management

**Duration:** 5 Days

**Language:** en

**Course Code:** IND15 - 142

## Objective

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

- Understand the key components of effective hotel operations and service delivery.
- Strengthen leadership skills specific to hospitality management.
- Implement systems for quality control, performance tracking, and guest satisfaction.
- Oversee staff recruitment, training, and team performance.
- Apply strategic thinking to hotel positioning, marketing, and financial planning.
- Address common operational challenges and optimize daily hotel workflows.
- Develop sustainable practices for long-term hotel success.

## Audience

This course is ideal for:

- Hotel managers and assistant managers.
- Hospitality supervisors and team leaders.
- Guest relations and front desk professionals.
- Food & beverage supervisors and operations officers.
- Aspiring professionals in hotel and tourism management.
- Owners of small hospitality businesses or boutique hotels.

## Training Methodology

This course combines expert-led sessions, group discussions, hospitality case studies, and simulation activities. Participants will explore practical tools, evaluate real-world hotel scenarios, and engage in leadership development exercises tailored to hospitality environments.

## Summary

The hospitality industry is a dynamic, customer-focused sector that demands excellence in leadership, operations, and service delivery. Hotel managers play a central role in aligning daily operations with strategic goals, ensuring guest satisfaction, financial efficiency, and sustainable business practices.

This course offers a comprehensive understanding of modern hotel management, combining leadership development with operational know-how. Participants will explore core principles in service leadership, performance management, staff supervision, quality assurance, and guest experience optimization. Whether overseeing a boutique property or a large hotel chain, participants will gain the insights needed to lead with confidence and deliver excellence in every aspect of hotel operations.

## Course Content & Outline

### Section 1: Foundations of Hotel Management and Service Excellence

- Overview of hotel operations and departmental functions.
- Key principles of guest-centered service delivery.
- Aligning operations with brand standards and strategic objectives.
- The role of the hotel manager in daily supervision and long-term planning.
- Case study: Comparing small hotel vs. chain hotel management.

### Section 2: Leadership in the Hospitality Industry

- Leadership styles in hospitality environments.
- Building high-performing and motivated hotel teams.
- Managing staff roles across departments: front desk, housekeeping, F&B.
- Conflict resolution, communication, and decision-making under pressure.
- Creating a culture of service, accountability, and collaboration.

### Section 3: Operational Efficiency and Quality Assurance

- Setting and measuring KPIs across hotel departments.
- Implementing quality control processes and performance tracking.
- Enhancing guest experience through feedback systems and service recovery.
- Managing complaints and turning problems into opportunities.
- Technology in operations: PMS, CRMs, housekeeping systems.

### Section 4: Financial and Strategic Hotel Management

- Basics of budgeting and cost control in hotel settings.
- Revenue management and dynamic pricing strategies.
- Room occupancy, average daily rate (ADR), and RevPAR optimization.
- Sales and marketing alignment with operational goals.
- Case scenario: Seasonal planning and budget forecasting.

## Section 5: Sustainability, Innovation, and Growth

- Sustainability in hotel management: energy, water, waste, and community.
- Trends in eco-conscious hospitality and guest expectations.
- Digital transformation in hotel operations and guest services.
- Strategies for business growth, partnerships, and competitive positioning.
- Final group exercise: Drafting an operational and leadership improvement plan.

## Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Accreditation Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

## Categories

Entertainment, Hospitality & Sports, Management & Leadership

## Tags

Hospitality Management, Hospitality, Leadership in the Hospitality Industry

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