

# Hotel Operations Management



## Operational Excellence in the Hospitality Industry

Focus on: **The Manager**  **The Specialist**  **Spotlight Programme**  **Hands-on Skills**

### Course Overview

This course offers a comprehensive and practical overview of hotel operations management, covering the core functions that drive efficiency, service quality, and profitability in modern hospitality environments. Participants will gain in-depth insights into managing key hotel departments, optimizing day-to-day operations, and delivering consistently high guest experiences in a competitive and fast-evolving industry.

Special focus is given to:

- Front office operations, guest services, and property management systems.
- Housekeeping standards, maintenance planning, and operational safety.
- Restaurant, kitchen, and food & beverage operations, including cost control and hygiene.
- Revenue management, budgeting, performance metrics, and pricing strategies.
- Leadership, human resources planning, sales, and hotel marketing fundamentals.

By combining operational best practices, management frameworks, and real-world hospitality scenarios, this course equips participants with the skills and knowledge required to effectively manage hotel operations, enhance guest satisfaction, and improve overall business performance.

Course Objectives		This Course is Ideal For:	
1	Evaluate and oversee hotel operations from an integrated, enterprise-wide perspective.	✓	Hotel owners, managers, and supervisors
2	Align operational performance with strategic business objectives and financial outcomes.	✓	Department heads and team leaders across hotel operations
3	Drive guest satisfaction and brand value through effective service delivery models.	✓	Hospitality professionals seeking to strengthen operational & management skills
4	Apply revenue management, pricing, and cost-control strategies to improve profitability.	✓	Individuals preparing for supervisory or management roles in the hotel industry
5	Interpret key performance indicators to support data-driven executive decision-making pressures.	✓	Professionals transitioning into hotel operations from related hospitality sectors
6	Lead and develop high-performing hospitality teams across multiple operational functions.		
7	Strengthen operational resilience, compliance, and risk awareness within hotel environments.		

### Course Content

Day	Theme	Coverage
1	Hotel Operations & Guest Services	<ul style="list-style-type: none"><li>• Overview of the hospitality and tourism industry</li><li>• Hotel organizational structure and operational departments.</li></ul>

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		<ul style="list-style-type: none"><li>• Roles and responsibilities in hotel management</li><li>• Reservation systems and check-in/check-out processes</li><li>• Property Management Systems (PMS)</li><li>• Guest services, relationships, and service quality</li></ul>
2	Housekeeping & Facilities Management	<ul style="list-style-type: none"><li>• Housekeeping standards, procedures, and efficiency</li><li>• Guest room cleanliness and comfort management</li><li>• Preventive and routine maintenance</li><li>• Corrective maintenance and repairs</li><li>• Safety, compliance, and operational risk</li></ul>
3	Food & Beverage Operations	<ul style="list-style-type: none"><li>• Restaurant operations management</li><li>• Banqueting, room service, and bar operations</li><li>• Kitchen management and workflow</li><li>• Menu planning and cost controls</li><li>• Inventory management</li><li>• Health, safety, and hygiene standards</li></ul>
4	Financial & Performance Management	<ul style="list-style-type: none"><li>• Revenue management principles</li><li>• Budgeting and cost control mechanisms</li><li>• Financial and operational controls</li><li>• Optimizing room sales</li><li>• Hotel performance metrics and KPIs</li><li>• Pricing strategies for rooms and services</li></ul>
5	Hospitality Leadership, Sales & Strategy	<ul style="list-style-type: none"><li>• Leadership skills development</li><li>• Human resources planning and workforce management</li><li>• Operational efficiency and continuous improvement</li><li>• Hotel sales fundamentals</li><li>• Marketing strategies for hotels</li><li>• Guest demographics, trends, and market insights</li></ul>

Course Assessment	Certification
<b>Participants will be assessed on:</b> Participation in sessions Completion of exercises & case studies Performance in assessments	Upon successful completion of the course, participants will receive a <b>Certificate of Successful Completion</b> , along with a <b>Transcript of Marks</b> showing the performance by grade in each element of assessment and overall.

Course Instructor
The instructor holds BSc and MSc degrees from the United States and brings over 20 years of combined experience in hospitality education and hotel management. With more than two decades of teaching experience in academia and professional training across Cyprus, alongside extensive hands-on leadership in hotel management and operations, the instructor offers a strong blend of academic insight and real-world

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industry expertise. Their background spans operational excellence, service quality, and strategic hospitality management, providing participants with practical, experience-driven learning grounded in international best practices.