



Consulting and Training | Reach New Heights

Course Name

Hospitality Services Training

Sector Name

دورات الضيافة والفنادق

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Hospitality Services Training

Course Introduction

Hospitality excellence is no longer limited to luxury environments, it is a fundamental driver of customer satisfaction, brand reputation, and business sustainability across all service industries. In today's competitive market, service quality directly influences guest loyalty, operational efficiency, and overall organizational performance.

Hospitality Services Training is developed by Boost Consulting and Training as part of its commitment to enhancing service standards through practical, structured, and performance-oriented programs. This course is designed to equip hospitality professionals with the essential skills, mindset, and operational knowledge required to deliver consistent, high-quality service experiences.

The program focuses on professional service behavior, customer interaction standards, complaint handling, operational efficiency, and team coordination within hospitality environments.

Rather than being purely theoretical, the training emphasizes real-world application, practical simulations, and structured service approaches that enable participants to perform confidently and consistently in dynamic service settings.

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Hospitality Services Training

Target Audience

- ✓ Service attendants
- ✓ Front desk and reception staff
- ✓ Guest services officers
- ✓ Concierge and visitor support teams

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Learning Objectives

- ✓ Understand the core principles of hospitality service excellence
- ✓ Demonstrate professional communication and service etiquette
- ✓ Identify and respond effectively to different guest needs and expectations
- ✓ Handle complaints and service challenges with confidence
- ✓ Apply operational service standards consistently
- ✓ Contribute to a positive, guest-focused workplace culture

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Hospitality Services Training

Course Outline

✓ DAY 01

Hospitality Foundations & Service Mindset

- ✓ The role of hospitality in organizational success
- ✓ Service excellence as a competitive advantage
- ✓ Understanding guest expectations and service perception
- ✓ Building a professional hospitality mindset
- ✓ Personal presentation, grooming, and workplace etiquette
- ✓ Verbal and non-verbal communication in service environments
- ✓ Creating positive first impressions
- ✓ Cultural awareness in guest interactions

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Course Outline

✓ Day 02

Customer Experience & Communication Excellence

- ✓ Understanding different guest personalities and behaviors
- ✓ Active listening and effective questioning techniques
- ✓ Managing service flow and guest touchpoints
- ✓ Professional telephone and digital communication etiquette
- ✓ Handling inquiries, reservations, and requests
- ✓ Delivering personalized service experiences
- ✓ Managing special requests and VIP services
- ✓ Ensuring consistency in service delivery

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Course Outline

✓ Day 03

Complaint Handling & Service Recovery

- ✓ Common service challenges in hospitality environments
- ✓ Understanding the psychology of dissatisfied guests
- ✓ Structured complaint handling approach
- ✓ De-escalation and conflict management techniques
- ✓ Turning complaints into service recovery opportunities
- ✓ Documentation and internal reporting procedures
- ✓ Team coordination during high-pressure situations
- ✓ Building resilience in frontline staff

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Course Outline

✓ Day 04

Operational Service Standards & Efficiency

- ✓ Overview of front office service procedures
- ✓ Guest arrival and departure experience management
- ✓ Basic food and beverage service standards
- ✓ Service styles and proper service sequencing
- ✓ Hygiene, safety, and workplace cleanliness standards
- ✓ Time management during peak service hours
- ✓ Cross-department communication and coordination
- ✓ Maintaining service quality under pressure

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Course Outline

✓ Day 05

Teamwork, Upselling & Sustainable Service Culture

- ✓ Building a strong service-oriented team culture
- ✓ Roles and responsibilities within hospitality operations
- ✓ Effective interdepartmental collaboration
- ✓ Upselling and suggestive selling techniques
- ✓ Enhancing guest satisfaction through value-added services
- ✓ Managing stress in service environments
- ✓ Continuous improvement in hospitality performance
- ✓ Developing a structured service improvement plan

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Hospitality Services Training

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 30, 2026	Sept. 3, 2026	5 days	4250.00 \$	Oman , Muscat
Aug. 15, 2027	Aug. 19, 2027	5 days	4250.00 \$	Qatar , Doha
Dec. 28, 2026	Jan. 1, 2027	5 days	4250.00 \$	UAE , Dubai
Jan. 4, 2027	Jan. 8, 2027	5 days	4950.00 \$	Spain , Barcelona

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info@boostuae.com info@boostorg.com

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