



Consulting and Training | Reach New Heights

Course Name

Hotel Leadership & Cross Department Coordination

Sector Name

Hospitality & Hotel Management

Document Type

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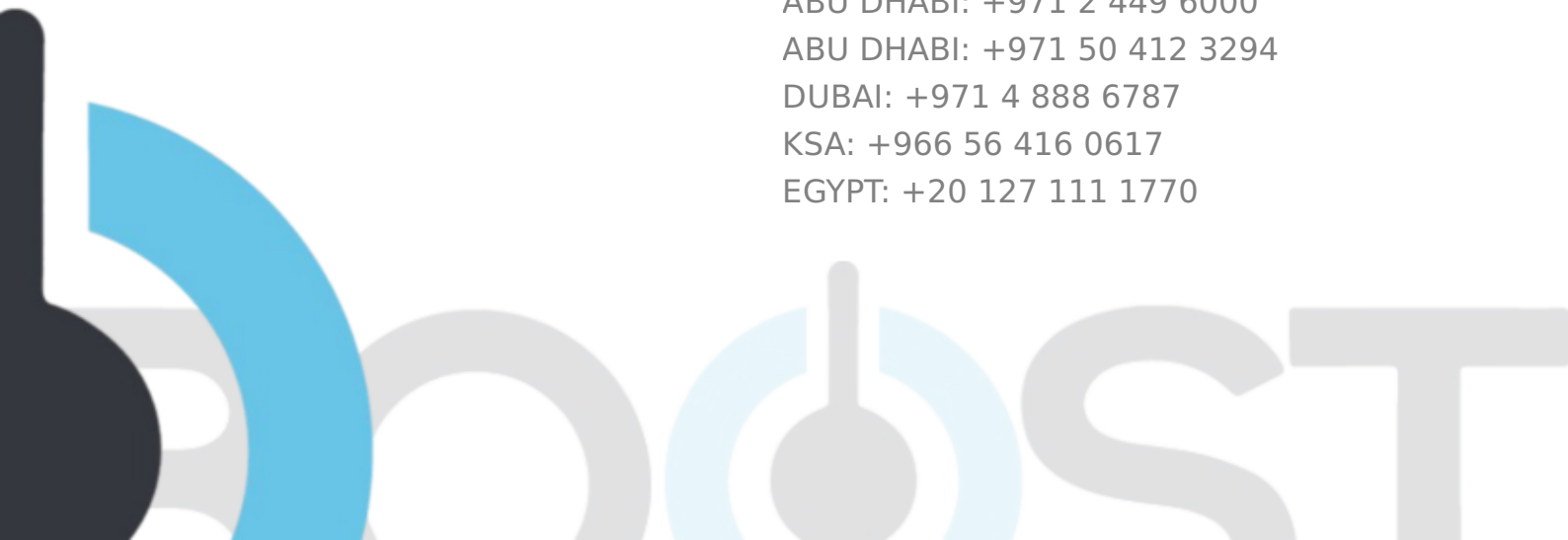
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Hotel Leadership & Cross Department Coordination

Course Introduction

Hotel leaders operate in an environment where decisions rarely affect only one department. Room availability influences front office operations, maintenance issues affect housekeeping and guest relations, food and beverage demand changes staffing priorities, and unexpected guest requirements can require several teams to respond at once. When managers focus only on their own departments, operational priorities can conflict and service problems can move from one team to another instead of being resolved collectively.

Boost Consulting & Training has designed this course to strengthen leadership across interconnected hotel operations. Participants will develop practical approaches to setting daily priorities, coordinating departments, leading operational meetings, managing handovers, resolving cross department conflicts, making decisions under pressure, and creating shared accountability for hotel performance. The course places hotel leaders in realistic situations that require them to look beyond departmental boundaries and manage the wider operation.

The **main concept of this course** is to develop hotel leaders who can align different departments around shared operational priorities

and lead coordinated action that supports both the guest and the overall hotel.

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Target Audience

- ✓ Hotel department heads
- ✓ Hotel operations managers
- ✓ Assistant managers and supervisors
- ✓ Hospitality professionals preparing for management responsibilities

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Learning Objectives

- ✓ Lead hotel teams within a fast-moving operational environment.
- ✓ Align departmental priorities with overall hotel requirements.
- ✓ Improve coordination between operational departments.
- ✓ Conduct focused operational briefings and management meetings.
- ✓ Strengthen accountability for activities involving multiple teams.
- ✓ Resolve cross-different conflicts and competing priorities constructively.
- ✓ Make coordinated decisions during demanding or unexpected hotel situations.
- ✓ Build stronger collaboration around shared hotel performance results.

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Hotel Leadership & Cross Department Coordination

Course Outline

✓ DAY 01

Leading Beyond Department Boundaries

- ✓ Understanding the Hotel Leadership Role
- ✓ Moving from managing individual tasks to influencing wider hotel performance
- ✓ Recognizing how leadership decisions affect guests, employees, and other departments
- ✓ Balancing departmental responsibilities with overall operational priorities

Creating Shared Operational Direction

- ✓ Translating hotel priorities into clear expectations for different teams
- ✓ Aligning departments around occupancy, guest requirements, events, and daily operational conditions
- ✓ Completing a Hotel Leadership Priorities Exercise for a demanding operating day

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Course Outline

✓ DAY 02

Coordinating Departments Effectively

- ✓ Strengthening Daily Coordination
- ✓ Identifying information that departments need from one another to operate effectively
- ✓ Improving communication around arrivals, room readiness, events, maintenance, and guest requirements
- ✓ Preventing delays caused by unclear responsibilities and incomplete information

Leading Effective Operational Meetings

- ✓ Structuring briefings around priorities, risks, decisions, and required actions
- ✓ Keeping discussions focused on issues requiring cross department attention
- ✓ Running a Hotel Operations Briefing Simulation involving multiple department heads

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Course Outline

✓ DAY 03

Building Accountability Across Teams

- ✓ Creating Clear Ownership
- ✓ Assigning responsibility when operational issues involve several departments
- ✓ Clarifying expected actions, deadlines, and follow up responsibilities
- ✓ Preventing important issues from being passed between teams without resolution

Managing Performance Conversations

- ✓ Addressing missed commitments and coordination failures constructively
- ✓ Providing clear feedback while maintaining productive working relationships
- ✓ Completing a Cross Department Accountability Scenario based on recurring service problems

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Course Outline

✓ DAY 04

Leading Through Operational Pressure

- ✓ Making Decisions During Disruption
- ✓ Prioritizing guest, safety, service, and operational requirements when several problems occur simultaneously
- ✓ Making timely decisions when information is incomplete or conditions are changing
- ✓ Coordinating resources and management attention according to operational impact

Resolving Competing Priorities

- ✓ Managing disagreements between departments with different operational pressures
- ✓ Separating personal conflict from legitimate operational requirements
- ✓ Running a Hotel Leadership Decision Simulation involving conflicting departmental priorities

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Course Outline

✓ DAY 05

Creating One Hotel Team

- ✓ Strengthening Cross Department Collaboration
- ✓ Identifying behaviors and management practices that encourage departmental silos
- ✓ Building shared responsibility for problems affecting the complete guest experience
- ✓ Reinforcing cooperation through communication, recognition, and consistent leadership behavior

Leading Shared Hotel Performance

- ✓ Connecting departmental measures with wider hotel service and operational results
- ✓ Establishing practical routines for coordination, accountability, and follow-up
- ✓ Developing a Cross Department Leadership Action Plan for an integrated hotel operation

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Nov. 30, 2026	Dec. 4, 2026	5 days	4250.00 \$	UAE , Dubai
April 4, 2027	April 8, 2027	5 days	4250.00 \$	KSA , Riyadh
Jan. 25, 2027	Jan. 29, 2027	5 days	5950.00 \$	USA , Texas
Aug. 2, 2027	Aug. 6, 2027	5 days	4250.00 \$	Bahrain , Manama

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